



# U.S. Biathlon

## Business & Membership Manager

### Position Description

The Business and Membership Manager position is based in Midway, Utah at the U.S. Biathlon Association headquarters. This position is a critical interface between U.S. Biathlon and our membership, as well as our key vendors and partners involved in business functions and operations. The ideal candidate is a self-starter, personable, and a team player. Work duties are varied day-to-day and the ability to problem solve is important. U.S. Biathlon is a small, but growing organization, with approximately 1300 members, including 44 clubs across the country. Our membership and staff are passionate, and we are looking to welcome a new team member that is excited to be part of a dynamic organization taking the sport of biathlon to the next level and who will enhance the enthusiastic atmosphere.

### About U.S. Biathlon

U.S. Biathlon is an Olympic and Paralympic sports organization dedicated to providing opportunities for Americans to engage in the unique sport of biathlon. From introductory experiences, to preparing America's top biathletes for the Olympic Winter Games, U.S. Biathlon brings the unifying Olympic values to every athlete. Biathlon challenges participants with opposing athletic endeavors in a singular event: the heart-pumping aerobic aspects of cross-country skiing with the intense focus of precision marksmanship.

The mission of U.S. Biathlon is to foster the growth of the biathlon community in the U.S., develop athletes with integrity, and achieve international and Olympic success. Our vision is to stand atop the international biathlon stage and be a leading organization for supporting athletes and clubs, prioritizing athlete well-being, and acting with integrity.

### Responsibilities and Duties

**Works With:** All U.S. Biathlon staff, CEO and Board of Directors, reporting to the Director of Operations. Interfaces with members of the Association, vendors, partners and our donors.

### Primary Responsibilities

The Business and Membership Manager is responsible for member services and support, and general daily office and business operations of U.S. Biathlon's new headquarters. This person works with the Communications Manager on membership communications, supports the CEO and Director of Operations with operational and business processes, including interfacing with finance department, outside vendors and service providers, state agencies, landlord and



human resource professionals. They are responsible for managing the office environment and the shared services the department directors rely on.

The Business and Membership Manager will be the point of contact for office operations, including answering phone calls, responding to general inquiry emails, assisting with mailings, organizing and inventorying member and donor gifts, and supporting fundraising campaigns. Working with the Director of Operations, they will implement and manage the new headquarter's office operations and procedures, as well as provide oversight of office systems and equipment in conjunction with the IT department. Additionally, they will manage relationships with vendors and service providers, and generally ensure office operations and procedures are organized, correspondence is managed, filing and archiving systems are created and maintained. They will monitor and analyze internal processes and handle member inquiries, general member troubleshooting, monitor membership purchases and renewals, and overall member support. The Business and Membership Manager will also manage travel policies and procedures, and support staff with travel arrangements for teams, and other tasks that may arise.

## Qualifications & Skills

### **Expected Qualifications**

The qualified candidate must have:

- College degree
- 2+ years experience in similar multi-function roles
- Proficiency in Microsoft Office and Google Workspace, and experience with general CRM applications
- Excellent written and verbal communication skills - including the ability to produce reports, assign tasks, accept instructions, and handle vendor contracts
- Strong interpersonal skills in order to interact positively with members, staff, board directors, donors, and partners
- Organized, flexible with the ability to multitask and complete a wide range of tasks
- Excellent attention to detail to ensure tasks are completed thoroughly and correctly
- Flexibility and demonstrated ability to adapt to changing priorities and needs
- Capacity to take the initiative and work independently
- Leadership qualities and the ability to manage challenges
- Some knowledge of Nordic sports is a plus, but not required
- Valid U.S. passport or ability to obtain one



## Work Environment

- Needs to be a team player - self-starter, strategic, task oriented and willing to extend beyond strictly defined roles and responsibilities
- Professional conduct at all times as a representative of U.S. Biathlon
- Role may require work outdoors on snow in winter conditions
- Flexible in supporting other role demands within a small organization
- Role is responsible for adhering to the highest standards of sport and professional conduct including SafeSport, ethics, and anti-doping, and is subject to testing and background screening at any time
- Foster a safe, productive, and professional relationship with athletes, coaches, club leaders, and members across the organization

## Work Culture

- Competence and drive to engage effectively as part of a staff team in a small organization that is often spread across as many as eight time zones across the world
- Ability to adapt to changes in the work environment of a small, dynamic sports organization, changing approach to best fit the situation; ability to manage frequent change, delays, or unexpected events
- Demonstrated willingness to gain knowledge of diversity and inclusion policies, showing respect and sensitivity for cultural differences; educating others on the value of diversity and promoting a harassment-free environment
- High ethical standards: treating people with respect, keeping commitments, inspiring the trust of others; works with integrity and always uphold organizational values
- Willingness to take on new tasks in support of colleagues working in an often fast-paced environment with ever-changing dynamics

## Compensation

\$47,500 - \$52,500 Depending on experience.

## To Apply:

Please send your resume and a letter of interest to [careers@usbiathlon.org](mailto:careers@usbiathlon.org).

## Job Description Notes

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The role is a full-time exempt position.