

Athlete Services – Event Lead Responsibilities

The Athlete Services – Event Lead is responsible for maintaining the events within the registration platform, pre-event project planning, and on-site management and execution.

Major Duties and Responsibilities:

Position responsibilities include by event: Registration, Athlete Check-in, participant experience (post-event celebration, food, drink, exhibitors, partner coordination, vendor coordination). Position includes planning and oversight of volunteers and any team member responsibilities. Position would include pre-race planning, event day, and post-event activity.

Pre-race Planning

- Manage and maintain the event in the registration platform, including athlete processes involving transfers, relays and teams, fundraising, Volunteer credit, and race changes, etc.; respond timely to all event registration inquiries.
- Communicate race specific registration information to event director, other team leads, and Volunteer Director per event.
- Prepare all registration materials for onsite registration staff including setup guide, onsite app set-up, registrant lists, data and change forms, etc.
- Assemble all event materials, including timing bibs and tags, registration and check-in supplies, event shirts and amenities, and all other equipment and materials for event.
- Oversee participant experience for event and coordinate assembly of all food product, paper products, serving utensils, etc. needed to service athletes.
- Develop packet assembly and pick-up plans, coordinate with Volunteer Director and athlete service team members on coverage and needs, arrange shirt coverage and needs
- Develop packet pick-up and race day onsite check-in procedures, configuration and plan. Communicate infrastructure equipment needs to Operations Director for equipment load.
- Coordinate multi-locational packet pick-up item delivery and set-up
- Develop participant experience plan and determine needs, equipment, signage, etc.
- Coordinate with timing and event director on award presentation and plan; develop results reporting area
- Manage athlete services warehouse space
- Review prior event process feedback and recommend process enhancements
- Attend event meetings as required.

Event Day Activity

- Set-up and Stage all Athlete Check-in and Participant Experience Equipment; prepare site for arrival of volunteers and participants
- Execute event day plan and resources
- Monitor and manage area or responsibilities, including volunteer coordination, customer inquiries, results and participant experience needs, food and cooler refill, and environmental needs (trash).
- Provide excellent customer service

Post-Event

- Inventory all supplies, event shirts, awards, etc, including clean-up and preparation of athlete services and participant experience supplies for next event. Communicate needs to event director and next athlete services team lead.
- Clean all equipment as needed, tables, coolers, utensils, etc.
- Gather and review event process feedback and recommend process enhancements
- Arrange and carry out any customer follow-up – awards, shirt, and other request as needed.
- Report any damaged equipment to event director
- Provide excellent customer service
- Provide wrap-up and completion materials including post-race inventory and event summary

Compensation

- Fixed Fee, per event – must be available and required to work signature events (6-7 a year).
- Other compensation, profit share and customer event support opportunities available