JOB DESCRIPTION
USA Taekwondo

TITLE: Director, Domestic and International Events and Programs

REPORTS TO: CEO/Secretary General


POSITION SUMMARY: Direct and manage all programs, projects and events for USAT sponsored programs.

QUALIFICATIONS: Minimum of Bachelor of Science Degree in Physical Education with an emphasis in Sport Management, Master’s Degree preferred. Must have the ability to manage and work with multiple projects and individuals from diverse groups under time deadlines. Not-for-profit experience is preferred. High level event program and computer applications experience essential.

AREAS OF RESPONSIBILITIES include the following: (Other duties may be assigned)

- Determine work procedures, prepares work schedules, and expedite workflows to event staff and volunteer committee.
- Maintains a database of all events, programs and projects. Ensures that database updates are performed and completed in a timely manner. Analyze trends, etc. to assist in the planning process in future events sponsored by the organization.
- Produce and distribute registration materials for Open and Qualifying events on a timely basis.
- Work with outside companies for the maintenance of all tournament and event database and systems. Perform strategic planning sessions with key leadership on the development of national qualification and non-
qualification events, to include but not limited to Junior Olympics and Senior National Championships and the U.S. Open.

- Assists the CEO with development of Selection Procedures for all protected competitions.
- Work closely with the following: Bid Cities (develop a bid and process manual), Convention and Visitor Bureaus, Sport Commissions, insurance brokers, housing brokers, supply vendors, sponsors and others for event development.
- Studies and standardizes all events to improve efficiency in event and other programs. Produces policy manuals and standard operating procedures for all events and related programs.
- Provide high level customer service to the following constituents: athletes, coaches, volunteers and the Taekwondo community in general. Answers questions in a timely manner. Maintain high level communication between the organization and sponsors. Ensure that customer complaints and problems are handled in a timely manner.
- Educate and inform tournament committee on protocols of pre, during and post tournament procedures and reports.
- In conjunction with the CFO, develop departmental budget.
- Continually update a yearly calendar of events (Domestic and International).
- Provide supervision, guidance, training and evaluation for all departmental staff and key volunteer committee members.
- Negotiates event related contracts for CEO approval and signature.
- Review and improve all event applications and make appropriate changes when needed.
- Travel nationally for site visits to bid cities.
- Consult on a weekly basis with the CEO and CFO on event related issues.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following (but not limited to) competencies:
• Problem solving – identifies and resolves problems in a timely manner. Gather and analyzes information skillfully; develops alternative solution when necessary. Works well in group problem solving situations.
• Technical skills – assesses own strengths and weaknesses; pursues training and development opportunities. Strives to continuously build knowledge, skill and experience through formal and informal channels (best practices). Shares expertise with others.
• Customer Service – manages difficult customer problems and situations. Responds promptly to customer needs, solicits customer feedback to improve service, and responds to requests for service and assistance. Meets deadlines and commitments in a timely manner.

This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job; other duties may be assigned.

Salary commensurate with background and experience.

• Interested candidates may submit their resume and cover letter via email to Leslie.Burhnam@usa-taekwondo.us

• USA Taekwondo is proud to be an Equal Employment Opportunity Employer