Job Title: Manager, Program Services
Department: Membership Development
Reports To: Director, Program Services

Basic Function: The Manager, Program Services will provide education and resources to local USA Hockey member associations to support all aspects of youth hockey growth and association business operations.

Essential functions and responsibilities include, but are not limited to:

Membership and Program Development
- Establish and maintain relationships with District, Affiliate, local association and industry leaders.
- Provide support to local leadership on growing 8 & under hockey through the development of tools, best practices, program development and leveraging data.
- Attend Affiliate and association meetings throughout the country to foster relationships and engage the audience with growth initiatives and leadership development opportunities.
- Help coordinate and administer several events, initiatives and educational programs including, but not limited to; Try Hockey For Free, Welcome Back Week, Girls’ Hockey Weekend, Learn to Play, the Hattrick Growth Challenge, Hockey Director Administrator Track, Leadership Development Symposia.
- Maintain, expand upon, and promote the Club Excellence online portal to assist local leaders in providing governance best practices and leading their organizations with intent.
- Research and build programs, resources and best practices for use by local associations.
- Liaison with professional hockey clubs and leagues on partnering on grassroots initiatives.
- Other duties as assigned.

People Leadership
- Foster a culture that encourages teamwork, open and constructive communication and a positive working environment.
- Collaborate with USA Hockey volunteers on all functions as listed above.
- Established experience in customer relationship management is optimal.

Required Qualifications:

Education
- Bachelor’s degree required.

Experience
- Five or more years of professional experience in youth hockey programming is preferred.
Experience working within USA Hockey’s volunteer structure is preferred.
Experience with the operations of an organizational board, preferably in a youth sports environment.

Skills
- Must have excellent communication, leadership, organizational, and management skills.
- Willing to be hands-on in program services.
- Ability to make difficult and timely decisions.
- Strong relationship building skills required
- Strategic thinking, excellent written and verbal communication as well as problem solving skills are essential.
- Ability to effectively manage several projects simultaneously is a must.
- Basic computer skills and ability and willingness to learn online systems quickly.
- Enthusiastic, positive attitude and strong work ethic.
- Public speaking and teaching experience is preferred.

Work Conditions:
- Standard office equipment
- Work space within a multi-level building and indoor/outdoor ice arenas
- Extensive travel required
- This position does require occasionally working on nights and weekends.

Salary:
- Commensurate with experience. This is a full-time position with an excellent benefit package.

Availability:
- Position to begin immediately at USA Hockey’s national headquarters in Colorado Springs, Colo.

Application Procedure:
- To apply, email a letter of application, and current resume, to the Director of Membership, Katie Holmgren, at KatieH@usahockey.org. No phone calls, please.

USA Hockey does not discriminate on the basis of race, religion, national origin, gender, age, handicap or veteran status. All qualified applicants will be given equal opportunity. Selection decisions are based only on job-related factors.