



National Office: 5525 Clem's Way, Stevens Point, WI 54482
715-344-1199 • fax 715-344-2279 • info@usacurl.org • www.usacurl.org

Development Associate Job Description United States Curling Association

Job Title Development Associate

Company Profile

USA Curling is a non-profit organization recognized by the United States Olympic Committee and the World Curling Federation as the governing body for the sport of curling in the United States. With over 180 member clubs and 21,000 members, USA Curling strives to grow the sport of curling and produce athletes who can excel at the highest level of competition. The national office has been located in Stevens Point, Wis., since 1985. More information is available at USA Curling's web site: www.usacurl.org

Summary

The Development Associate will primarily work with the Director of Growth & Development to support the organization's growing number of member-focused programs. Once trained in the position, s/he will serve as a primary contact for several programs offered by USA Curling. The position will require frequent interaction with all other members of the National Office staff, member clubs, and volunteers.

Duties & Responsibilities

Member Development Program Support – 75%

- Provide customer service support for the Member Development area of USA Curling, including responding to daily correspondence by email and phone.
- Schedule various educational programs, including instruction, ice technician, coaching, and officiating courses. This includes working with member clubs to set up courses and follow-up after course completion.
- Administer Sport Education certifications, including processing and tracking certification requests/renewal paperwork, pulling and distributing lists of certified individuals.
- Organize annual membership reporting process. Tasks include updating communications to member clubs, providing customer support to club representatives with questions, updating the organization's member database, and communicating with organization's Controller regarding submission status.
- Assist with SafeSport program administration, including tracking background checks and completion of SafeSport training modules.
- Track submissions for the Club Insurance Program and request proof of insurance certificates for distribution to participants.
- Coordinate the Curling in the Gym program, including tracking equipment, arranging shipments, and cleaning equipment after it is returned.



- Support for additional annual programs such as the Members' Assembly, Volunteer of the Year, Darwin Curtis Fund Grant Program, and Stone Purchase Program.
- Annual travel (approximately 5 days) to USA Curling Members' Assembly. Possible additional travel of approximately 3-4 days annually.
- Additional projects based on skills and interest of candidate as time allows.

Championships Program Support – 25%

- Track and approve reimbursements for officials at national events.
- Administer Elite Athlete Health Insurance Program.
- Assist Event Services Manager and others as needed.
- Other duties as assigned.

Minimum Qualifications Required

Education:

- College degree or proven experience in an administrative and/or customer service position

Experience:

- Prefer 3-5 years minimum in an office environment

Skills:

- Ability to organize, prioritize tasks and projects, and multi-task while working independently; self-motivated to complete assigned tasks
- Strong attention to detail
- Strong customer service skills; pleasant and patient phone manner
- Good grammar; ability to write professional emails
- Ability to maintain confidential and sensitive information
- Experience with the sport of curling a definite plus, but not required
- Computer literate; strong background in Microsoft Word, Power Point and databases

Background Check: Passing a background check will be required prior to hire.

Tools, Equipment, & Conditions

- Standard office equipment
- Position is located at the national office (Stevens Point, Wisconsin)
- Hours are 8:30am-5:00pm
- This is a full-time, year-round exempt position; salary range approximately \$29,000-\$31,000 a year
- Anticipated start date is approximately May 15, 2018

Benefits

Insurance	Health, dental, and life insurance
Leave & Holidays	Personal leave, paid holidays
Retirement & Financial	401(K) plan, flexible savings accounts (dependent & medical)

Comments:

USA Curling covers 75% of a single health insurance plan, 100% of a single dental plan, 100% of a single life insurance policy.

To Apply: Include your resume, a letter describing your interest in and qualifications for the position, and names and contact information (email/phone number) for three professional references. Applications will be reviewed on a rolling basis.

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Mail to:

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