



USA Artistic Swimming Job Description

Revision Date: 9/30/2022

Job Title Athlete Safety & Membership Manager

Reports To Events & Membership Director

Summary:

USA Artistic Swimming (USAAS) is the National Governing Body for the Olympic sport of Artistic Swimming in the United States and is looking for a qualified professional to join our team. The Athlete Safety & Membership Manager will be the primary contact for all membership and SafeSport related services. The coordinator will be responsible for troubleshooting, information sharing and providing high-level customer service in addition to being the point of contact for USAAS with The Center for SafeSport. This position will work with judges, coaches, parent/guardian, and athlete members to ensure that they have the best experience possible and meet the compliance standards of the USOPC, The Center for SafeSport and USAAS. Employment will be based out of the USAAS National Office in Colorado Springs, CO with consideration for remote employment. Candidates should be prepared to work in a fast-paced, multifaceted team environment and have a passion for compliance and fostering organizational relationships with a high attention to detail.

Duties & Responsibilities:

Membership & SafeSport

- Act as staff liaison to The Center for SafeSport
 - Responsible for the organization's compliance with MAAPP and Center for SafeSport Audit standards
 - Manage SafeSport trainings and policies to ensure compliance with USOPC requirements
- Attend USOPC SafeSport conferences on an as-needed basis and ensure organization's compliance with USOPC audit standards
- Ensure the digital experience for members is optimized and members have positive interactions with USAAS, responding to all membership inquiries by phone and email
 - Develop, collaborate, and implement annual plans to deliver a valued membership offering
 - Manage member compliance on a regular basis
 - Manage the relationship with and usage of USAAS's membership database

provider

- Work with Events & Zone/LASC Coordinators to positively interact with clubs with the goal of understanding their needs and helping to develop strategies that will allow them to grow their membership at a local level
- Serve as primary contact for insurance related questions from member clubs
 - Receive, review, and execute all certificate of liability insurance applications from club administrators

Education

- Field questions on coach/judge compliance and direct members to proper training and certifications
- Assist with planning and logistics for developmental camps
- Aid education director with long-term projects for member advancement and education
- Sending any career or education opportunities to national team members, alumnae, and Olympians

Events & Membership Services Director support

- Ensure membership compliance for all event attendees by assisting membership director with event registration
- Act as staff liaison to VP Marketing and Member Services
- Manage event registration/check-in table at events
- Other event duties as assigned

Diversity, Equity, and Inclusion

- Act as staff liaison to VP of DEI
- Attend policy and implementation meetings and conferences for USOPC and external organizations
- Work with BOD and CEO on policy creation and compliance for membership and events
- Attend committee meetings as a DEI representative

Minimum Qualifications Required

Education: Bachelor's degree is required

Licensure & Certification: None

Desired Experience: Minimum 1-2 years of demonstrated experience working in membership services, marketing and/or compliance and a proven ability to work independently. Experience

working in the sports industry and a passion for Olympic sports and sports development is encouraged. Experience with the sport of artistic swimming is a plus but not required.

Skills: Must be an expert in Microsoft Office programs. Have exceptional interpersonal and communication skills, both written and verbal. Ability to handle frequent interruptions and competing priorities, be good at time management and meet deadlines. Excellent customer service skills. Experienced in managing LMS and MMS systems encouraged.

Tools, Equipment, & Conditions: This is primarily an office position, although some field work will be required. Candidate will be required to do occasional lifting of no more than 20 pounds. Long periods of sitting may occur. Field work may consist of standing for long periods of time, crouching, reaching and bending. Field work may also be in areas of high noise levels. Candidate will need to be able to successfully operate basic office equipment with ease. Travel and occasional work on weekends are a requirement of this position. International and domestic travel required.

We are an equal opportunity employer, all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Salary Range:

\$45,000 - \$55,000

Work Location:

USA Artistic Swimming National Office
30 Cimino Dr.
Colorado Springs, Colorado 80903

Consideration for Remote Employment

[Learn more about Colorado Springs](#)