



Job Title: Participant Experience Specialist

5/17/2021

Organization Summary: The American Birkebeiner Ski Foundation is a 501(c)(3) non-profit organization dedicated, as reflected in the Mission Statement, to: Hosting world class events – including the American Birkebeiner; Maintaining one of the nation’s premier recreation trails; Promoting healthy, active lifestyles for people of all ages and abilities.

Accountabilities: The **Participant Experience Specialist** is responsible for ensuring participants in ABSF events have a positive experience from registration through the finish line. Position will assist with bib pickup at all ABSF events, Birkie Ski Event week details, communication with participants, registration processing and data management, and general inquiries. Must have friendly, customer-service attitude to answer questions and resolve issues via phone and email. The position will also oversee sport programming logistics, including program details, on the ground logistics, and potential coaching opportunities.

Position Responsibilities:

- Work closely with Registration Director on bib pickup for all ABSF events, from event setup and tear-down, to preparing swag/packets, to on-the-ground bib handout and volunteer management
- Primary participant/customer contact for incoming email and phone calls and issue resolution
- Registration duties as assigned, including registration form development, participant changes, small event bib ordering
- Inventory and ordering of event-specific items, such as stickers, pins, medals & awards
- Manage special projects such as Warrior & Inga contest
- Sport Development administration- program calendaring, event logistics, email correspondence, and program advertising

Skill set:

- Excellent written and oral communication skills (enjoy engagement & issue resolution)
- Must be able to spend long hours being active at events, including evenings/weekends as needed
- Business computer skills (Word, Excel, email, etc.)
- Positive team-oriented attitude and upbeat presence with others, including both co-workers and outside contacts

Responsible to: The position is part of Event Operations and reports directly to the Director of Registration.

Job location: Hayward, WI

Contact: Interested candidates should direct cover letter and resume to Kristy Maki (kristy.maki@birkie.com)