



Open Role: Data Analytics & Registration Coordinator

Classification:

Nonexempt/Full-time

Reports to:

Senior Project Manager/Registration Director & HR Generalist

Supervises:

No supervisory duties

Schedule:

Monday – Friday, 8:30 – 5:00, evening and weekend work as job duties demand.

Effective Date:

July 2019

Summary/Objective:

The Data Analytics and Registration Coordinator role helps the registration and communications departments analyze registration data and provides outstanding customer service to event participants, clients, vendors and sponsors via phone, computer and in-person. This position also helps event participants from registration through the completion of the event.

Essential Duties:

- Analyzing and interpreting data, ensuring runner service data is clean and accurate, reporting on results.
- Collaborating with P3R departments on business data needs, helping to identify key target audiences and identifying patterns in the running and endurance industry.
- Answers inquiries to the event information email accounts in alignment with organization policies and procedures with support from other staff as needed for proper customer responses and/or with approved responses and/or language provided by the Registration Director, communications team and HR Generalist.
- Assists the Registration Director with all runner-related registration processes, including but not limited to event switches and bib exchanges, reviewing seeded qualifications, reviewing and correcting registration errors, pulling requested reports, etc.
- Responsible for runner services – specifically pre-race, race day and post-race preparation – for all events, including but not limited to preparation of packet pickup materials, pre-race inventory of awards, post-race inventory/distribution/swapping of participant shirts/medals, preparing and mailing awards packages, etc.
- Archive items i.e. shirts, bibs, etc.
- Participates in Sponsorship/Communications meetings, assist communications team as needed to update registration/customer service content on website.
- Manages mailings for the office, including but not limited to the FedEx account, maximizes shipping budget, process package shipments (individual and bulk), recruiting and managing volunteer assistance as needed.
- Fulfill and package community donation requests, with assistance from other departments as needed.
- Performs general clerical duties, such as (but not limited to) sorting and distributing mail, filing, answering phones, etc.
- Greets and assists visitors at the P3R office in a professional and friendly manner.
- Performs other duties as assigned.



Competencies:

- Passion for the mission of P3R
- Passion, idealism, integrity, positive attitude, mission driven, self-directed
- Outstanding customer service skills
- Detail oriented and methodical with the ability to prioritize workload
- Outstanding interpersonal skills with the ability to build relationships with both internal and external audiences
- Excellent organizational and time management skills
- Strong written and verbal communication skills
- Ability to multi-task and work under pressure
- Analytical and problem solving skills
- Ability to work with a diverse workforce
- Proficient in MS Office
- Basic mathematical skills
- Ability to work independently and trouble shoot problems, make recommendations
- Collaborative and driven to work within a team environment

Work Environment:

This job operates in a professional office environment. The role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to handle or feel; and reach with hands and arms. The employee may occasionally lift up to 30 pounds.

Travel:

Occasional travel as necessary.

Required Education and Experience:

Bachelor's degree and one to three years of experience examining large data sets, as well as experience performing administrative tasks coupled with excellent communication and customer service experience. All applicants must have a valid driver's license.

Preferred Education and Experience:

Statistics or Economics related majors.

Disclaimer

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all responsibilities, duties, and qualifications required of employees assigned to this job.



Signatures

This job description has been approved by all levels of management.

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____