



Customer Success and Registration Specialist Job Description

Job Title: Customer Success and Registration Specialist

Updated On: 02/27/2024

Reports To: VP of Customer Success

Work Location: Onsite at the Akron Marathon Charitable Corporation located at 155 E. Voris, Akron, OH 44311

Job Type: Part-time with full-time potential, 20-30 hours/week with longer hours during race weekends

Summary:

The Customer Success and Registration Specialist reports to the Vice President of Customer Success and will assist with runner registration and provide customer service to our participants. This position will also provide general office administrative duties and support event operations.

Duties and Responsibilities:

- Answer and direct phone calls
- Answer general email inquiries
- Assist at Packet Pickup/Late Registration
- Assist in administrative and clerical support
- Assist in mailing out runner packets
- Assist in registration process through Race Roster, our registration platform
- Collect and distribute mail
- Complete projects as assigned
- Data entry of offline registrations
- Greet and assist visitors
- Inventory and order office supplies
- Process multiple regular reports using Excel
- Troubleshoot and resolve participant inquiries problems, correct registration mistakes, and update registration records

Necessary Knowledge, Skills, and Abilities:

- Ability to work under pressure and meet deadlines
- Competent in data entry and database management skills
- Competent in using Microsoft Office 365
- Detail-oriented
- Must be flexible, able to handle multiple tasks and have strong time management skills
- Required to work evening hours and weekends during race weekends and special events

Compensation:

- Based on Experience

To Apply:

Interested and qualified candidates should email resume to Info@AkronMarathon.org