



USA Taekwondo Member Services Manager

Membership - Dan Office, Referees and Member Services

- Establish and maintain positive relationships with members, instructors, referees, World Taekwondo and Kukkiwon
- Management of the Member Services budget including providing various reports as requested
- Create and maintain member programs to recognize achievements in the sport
- Develop and implement a five year plan to grow membership, education and schools
- Manages the processing of Dan Applications
- Ensures compliance with rules and policies of USATKD, Safe Sport and the Kukkiwon
- Manages approvals of pending documents and memberships in SimplyCompete
- Assists with Sport80, Thinkific and ZenDesk in collaboration with Events and Education Teams
- Process and give credit to for all Events and Seminars that referees attend
- Assist with pre and post referee seminar sanctioning
- Update referee/coach ranks based on completed University courses

Events - Tournaments

- Assist with planning, logistics and execution of events
- Travel to competitions as part of the Events Team
- Creation of virtual credentials for each national tournament
- Provide a referee pay sheet for each national tournament to the Events Team
- Approve documents and GALs in the Simply Compete database

Skills and Requirements

- Highly motivated and willing to learn
- Project management experience
- Organizational and problem solving skills
- Written and verbal communication skills
- Computer software skills including Microsoft Office with expertise in Excel

Education and Experience

- Customer service and project management experience required
- Personnel management 2+ years

- NGB experience beneficial