



2801 N.E. 50th Street, Oklahoma City, OK 73111 • (405) 424-5266 • USASoftball.com

POSITION: _____ Customer Service Representative I _____

Who We Are:

Founded in 1933, USA Softball is the National Governing Body of Softball in the United States and a member of the United States Olympic Committee. One of the nation's largest sports organizations, USA Softball sanctions competition in every state through a network of local associations and has grown from a few hundred teams in the early days to over 135,000 teams today, representing a membership of more than one million. USA Softball is responsible for training, equipping, and promoting the USA Softball National Teams that compete in international and domestic competitions.

Responsibilities

- Provide detailed, customized instructions to our local associations, partners, and customers to ensure the best a quality experience.
- Become a subject matter expert for RegisterUSASoftball.com, TournamentUSASoftball.com, and other USA Softball systems.
- Make, receive and transfer calls as needed in a professional and friendly manner.
- Responding promptly to customer inquiries via phone and email.
- Prioritize assignments and responsibility in accordance with your daily tasks and maintain a consistent pace of task completion.

Skills

- Knowledge of email communications
- Ability to multitask
- Ability to work autonomously
- Type 30+ WPM
- Must be friendly, patient, dedicated, determined and professional
- Ability to stay calm when customers are stressed or upset
- Computer experience
- Communication: Greet callers in a friendly manner and be prepared to answer any questions they may have and know who/where to transfer the call to if uneducated in the subject
- Customer Focus: Work on behalf of the client as if the ordered product was your own. Provide excellent service to the client as you would for yourself.
- Problem Solving: Work to resolve conflicts or answer customer questions/concerns upfront to alleviate escalations/complaints

Schedule

- Most hours will be scheduled during business hours
- Seasonally, up to 6 hours on Saturday mornings and afternoons.

Compensation

- \$13 - \$16/hour Compensation dependent upon skill level and experience.
- Up to 29 hours a week



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Interested applicants should submit the following by Oct. 3, 2021.

- Resume
- At least two references

Submit to Devin Loehrs, Registrations Administrator & Project Manager: dloehrs@usasoftball.com

Subject Line: APPLICATION FOR CUSTOMER SERVICE REPRESENTATIVE I POSITION

The statements herein are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified