

Healthy Kids Running Series Job Description

Position: Program Manager, Northeast Region



Mission

Healthy Kids Running Series' is the nations fastest growing co-ed youth running program! Our mission is to engage communities and families by providing an inclusive youth running experience, inspiring kids to believe in themselves and lean an active lifestyle.

For more information, please visit our website at www.HealthyKidsRunningSeries.org.

Facts

Location: HKRS Headquarters, Thornton, PA
Level: Entry Level Position
Job Type: Full-Time
Vacation: Two-Weeks Paid Time Off
Business Casual Work Environment
Retirement Plan

Responsibilities

The Program Manager of our Northeast Region is responsible in part for the overall wellbeing of the Healthy Kids Running Series program including communicating with, evaluating, and servicing HKRS Community Coordinators in this region. This position reports to the National Director. Specific responsibilities include:

- **Oversee Assigned Community Coordinators**
 - Provide best-in-class service both proactively to Community Coordinators as well as in response to coordinator inquiries through the utilization of HKRS' CRM business system and processes.
 - Support Community Coordinators by answering their questions and guiding them to meeting the HKRS mission and programming guidelines in their communities.
 - Maintain communication with assigned Community Coordinators throughout the year to assist them in executing two successful five-week running Series' annually.
 - Provide feedback, recommendations and updates as well as recommended edits to program materials.
 - Evaluate Community Coordinators throughout the Series via personal experience and feedback, parent feedback and survey results.
 - Problem-solve on behalf of your Community Coordinators or escalate issues internally as needed.

Healthy Kids Running Series

The Mill, 383 Brinton Lake Road STE 1
Thornton, PA 19373
P 484 352 2729
F 610 361-1001

www.healthykidsrunningseries.org

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- Travel – Site Visits:
 - Required to visit a portion of new race locations to map courses with the Community Coordinators prior to their Series start date.
 - Expect 10-20 travel days annually; usually 5-10 days both in the spring and fall; expenses covered by HKRS.
 - Encouraged to attend various workshops, race expos, etc. as approved by the National Director.

- Provide Excellent Customer Service
 - Responding to incoming customer service requests (emails, calls, requests) from Coordinators both verbal and written
 - Identify and assess Coordinator’s needs quickly and accurately.
 - Solves problems systematically, using sound business judgement.
 - Work as a team with other Program Managers and the National Director to resolve complex customer service inquiries.
 - Monitors delegated customer service issues to ensure timely and accurate resolution.
 - Applies appropriate communication techniques when responding to customers, particularly in stressful situations.
 - Places outgoing phone calls to complete follow-up on customer service requests and programming needs, as necessary.
 - Onboards, supports, and processes the termination of Community Coordinators.
 - Implements customer services strategies and recommends related improvements/enhancements to both customer service and programming.
 - Maintains timely and accurate documentation of all assigned race series in region.
 - Makes corrections and adjustments.
 - Consistently meets established productivity, schedule adherence and quality standards.
 - Keeps National Director abreast of all outstanding issues.
 - Adapts procedures, processes, and techniques to meet the more complex position requirements.
 - Addresses special projects as appropriate.
 - Seeks involvement in continuous quality improvement initiatives.
 - Ensures quality customer service for internal and external HKRS stakeholders.

Compensation

This position earns a full-time salary and in addition, is eligible for seasonal bonuses tied to HKRS’ incentive plan. Performance is measured by set benchmarks including customer (Coordinator) satisfaction scores, successful onboarding of new Coordinators, race series retention and the employee’ personal alignment with HKRS’ mission, vision and core values.

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Skills & Abilities

- Exceptional oral and written communication skills
- Excellent attention to detail and multi-tasking ability
- The ability to problem solve quickly and accurately.
- Ability to adapt and excel in a fast-paced work environment on a growing team
- Collaborate with team members to improve service and program implementation.

Qualifications

- Bachelor's degree from an accredited College or University
- 1-2 years of customer service experience preferred.
- Experience answering phone calls and emails in a professional environment, guaranteeing a high level of customer service.
- Knowledge of personal computer software programs including Windows based word processing, spreadsheet, and database software, and Internet and email navigation.
- High energy level – self-starter
- Team oriented, people oriented and a relationship builder.
- Enthusiastic, confident, optimistic and mature
- Reliable with a resilient nature
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Apply

Please email your resume and cover letter to Tamara Conan, National Director at tamara@healthykidsrunningseries.org.

Healthy Kids Running Series (www.HealthyKidsRunningSeries.org), a nonprofit initiative provides children ages 2-14 with the opportunity to live an active healthy lifestyle through the introduction of running. HKRS currently operates in 250+ locations across 39 states.

Healthy Kids Running Series provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. HKRS complies with applicable state and local laws governing non-discrimination in employment in every location in which the company operates.

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