



Customer Service and Registration Manager–

If you love motivating people, giving high fives and celebrating accomplishments with thousands of your closest friends, Virginia Beach is calling your name! At J&A Racing, not only are we an event management company that hosts world class events with a hometown feel, but we are also a high energy crew that loves what we do...and we LOVE running! With a mission to promote and support healthy lifestyles, we also think it is important that our staff has a healthy lifestyle too. We offer competitive salaries and benefits including health insurance, 401K, and flexible PTO.

Job Description:

The **Customer Service and Registration Manager** is passionate about the fitness industry and loves helping people. This position will be responsible for all tasks related to Participants, Registration and Customer Service. The Customer Service and Registration Manager will organize registration for all J&A Racing events and will be responsible for all Customer Service via telephone and email. This position will also be the lead in charge of the Help Desk and Runner Info at all J&A Racing events. This person will often be the voice of J&A Racing, so it is imperative that this person is compassionate and caring, while also being polite yet firm.

To be successful, this position needs to be someone who wants to work hard and play hard and is passionate about running, health and fitness. It is important that this person also has experience in the endurance industry.

Job Responsibilities:

- Organize, open and manage all registration for J&A Racing events, working closely with the registration software company (Haku)
- Host weekly meetings with Haku to review events and any updates or upgrades to the registration platform
- Manage and respond to all inquiries submitted to J&A Racing via email in a timely manner (separate email accounts per event)
- First in line to manage and answer all phone calls and emails submitted to J&A Racing
- Lead and manage the entire Registration portion of Packet Pick Up, including the Help Desk and Bib Assignment
- Organize all volunteer needs for entire Registration portion of Packet Pick Up for all J&A Racing events
- Supervise Runner Info booths to ensure that the volunteers have all of the correct information to share with participants race weekend
- Manage and execute Vendor Experiences at all J&A Racing Events including vendor recruitment, registration, pre-event communication and race weekend point of contact

- Manage J&A Racing involvement in other industry expos including securing expo space, staffing, travel, etc.
- Manage J&A Racing listings on all online industry websites and calendars

Additional Responsibilities:

- Manage and organize all packet mailings and virtual mailings for all J&A Racing events
- Work with timing team on Official Results and mail awards after each J&A Racing event, once results are final
- Manage all hotel partnerships for all J&A Racing events
- Promotion of J&A Racing at local run clubs, other events and races
- Assist management with various projects as necessary
- Other responsibilities as assigned

Required Skills:

- Excellent written/verbal communication and time management skills
- Ability to work independently and with minimal direction
- Must be available to work all of the J&A Racing events and several others for marketing trips
- Thorough understanding of event management

Other

- Compensation commensurate with experience and expertise
- 401K and Full Medical and Dental
- Position located in Virginia Beach, VA