

MARATHON KIDS

Customer Support Specialist

Reports to: Director of Program Operations

Start Date: Immediate

Location: Austin, TX preferred

OVERVIEW: The Customer Support Specialist is joining a fast-paced team dedicated to delivering a best-in-class program and experience for Marathon Kids' constituents. You will be responsible for providing excellent customer service, operations, and administrative support to the Marathon Kids Program Team, including, resource development, research and evaluation, data analysis and inventory management.

DUTIES INCLUDE (but are not limited to):

- Provide superior customer service to all constituents through varied pathways of communication: in person, phone, and email.
- Support constituents in all aspects of program registration; provide ongoing consistent communication and coordinate user feedback.
- Engage current and future constituents through proactive communications and relationship management.
- Work with vendors to assist in programmatic fulfillment of collateral, incentives, and other materials as necessary.
- Assist the Program Team with research and evaluation projects.
- Successfully adopt technology, both internal and external, to support ongoing enhancements to program resources and implementation.

VALUES AND CHARACTERISTICS

- Passionate about personally pursuing a healthy lifestyle
- Personable, adaptable, and comfortable in an extremely fast-paced and outcome driven work environment
- Comfortable learning new technology systems
- Understands the importance of data integrity
- Well-spoken and articulate through both written and verbal communication
- Enjoys being creative
- Is service-minded and a team player
- Ability to take direction and realize others' ideas
- Confident and self-starter
- Must be able to manage multiple projects at once
- Detailed oriented and a great problem solver

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OTHER

- Candidate must have a bachelor's degree
- Work experience in a fast-paced environment
- Familiarity with CRM systems and practices (Salesforce preferred)
- Spanish a plus

SALARY

- \$30,000-\$34,000 depending on experience

APPLY

Applications will be accepted until the position is filled. To be considered, please submit your resume and cover letter to programs@marathonkids.org.