

MARATHON KIDS

Community Development Representative

Reports to: Senior Director, Programs

Start Date: Immediate

Location: Austin, Dallas, or Houston, TX preferred

OVERVIEW:

The Community Development Representative 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 and tech support to our customers and executing strategies to engage and cultivate our growing community of coaches. You will also provide essential administrative and operational support to the Marathon Kids Program Team, including resource and community development, research and evaluation, data analysis, and tech support.

DUTIES INCLUDE (but are not limited to):

- Lead customer service program by providing support to all constituents through varied pathways of communication: in person, phone, online, and email.
- Support constituents in all aspects of program registration and onboarding; provide ongoing consistent communication, fulfill collateral/incentives as necessary and coordinate user feedback.
- Support Senior Director of Programs to engage current and future constituents through proactive communications and relationship management, including research, outreach, proposal development, communication and reporting.
- Successfully learn and adopt technology, both internal and external in order to successfully support ongoing enhancements to program resources, implementation and data hygiene.
- Represent the Marathon Kids team at conferences, presentations and meetings; including conference logistics and exhibition materials.
- Organize and partake in site visits year-round to support and learn from our coaches
- Special projects as assigned

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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

OTHER

- Candidate must have a bachelor's degree
- 3-5 years work experience in youth development or education, Marathon Kids program a plus
- Experience in Google Suite, Project Management, and CRM software a plus
- Spanish a plus

APPLY

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