



4210 198th Street Southwest, Suite 111
Lynnwood, WA 98036

425-673-4103
office@psrvb.org

JOB TITLE: Member Services Manager
START DATE: Negotiable
JOB CLASSIFICATION: Full-time, non-exempt, salaried position
COMPENSATION: \$68,000 - \$77,000 commensurate with experience and qualifications

BENEFITS

- Monthly wellness stipend
- Paid time off – 30 days per year
- Paid sick leave – 12 days per year
- Company cell phone provided
- Hybrid Remote
- Remote employees will receive a monthly stipend for internet usage
- Mileage reimbursement for work-related travel activities

ABOUT PUGET SOUND VOLLEYBALL ASSOCIATION (PSR)

PSR promotes, fosters, and teaches life-long lessons through volleyball in western Washington. As one of the 40 Regions of USA Volleyball, PSR is dedicated to providing quality volleyball opportunities through high caliber programs, member services, and community involvement.

REPORTING STRUCTURE & WORK ENVIRONMENT

- Reports to the Commissioner/CEO
- Supports the Event Manager during peak periods, as directed by the Commissioner/CEO
- Directly supervises, or assists with the supervision of independent contractors, interns, and volunteers
- Includes evening, weekend, and outdoor work
- Remote flexibility consideration for non-event work. Event work will be all over western Washington.
- Requires local and occasional national travel

SUMMARY OF DUTIES AND RESPONSIBILITIES *(not an exhaustive list)*

- **Individual Membership Support:** The Member Services Manager is the primary contact for all membership inquiries. Serves as the PSR subject matter expert for all things Sports Engine. Process account merge requests, review all duplicate accounts for accuracy, and, when appropriate, process membership refunds. The Membership Services Manager is responsible for maintaining and editing the PSR Membership, Parent Resources, and Tryout Information Resources.
- **Club Development and Director Support:** The Member Services Manager provides expert support to every PSR member club. Educates future clubs regarding the steps to become a member club of the PSR. Manages the club registration process and tracks annual recertification. Produces certificates of insurance, posts tryouts, coaches wanted, and players needed ads to the region website and social media platforms. Initial intake for club transfer requests. The Membership Services Manager is responsible for maintaining and editing the Club Director Resources.
- **Sports Engine Management, Education and Training:** The Member Services Manager will coordinate with USAV Membership Services to manage the PSR Sports Engine HQ. Responsible for annual Governing Season set-up and membership activation. Serves as the PSR subject matter expert. Provides new club onboarding, education, training, and routine support to each club administrator in all aspects of the Sports Engine HQ.
- **Coaching Education Program Support:** The Member Services Manager will coordinate with the PSR coaching education partners (AVCA, AOC, USAV Coaching Education, GMS) to provide, plan, coordinate, and manage coaching education opportunities to the region's coaches. Annually recertify partnerships.





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- **Website & Social Media Management:** The Member Services Manager will maintain website currency. Collaborate with PSR staff members to create and maintain the PSR website media slider, produce news articles with relevant current events, and regularly monitor/update the PSR Club Listing page. Cross-post events on PSR social media platforms.
- **Administrative Program Support:** The Member Services Manager provides administrative and logistical program support as delegated by the Event Manager for all PSR programs. Primarily responsible for creating, publishing, and tracking registrations in Sports Engine HQ. Assist with event management software (AES) to process team registrations, event grids, pool sheets, event results, etc. Provides on-site event support for region-hosted events, as assigned.
- **Program Support:** Collaborate with all members of the PSR staff. Many projects require significant teamwork. Some examples include: creation of the annual tournament schedule, processing tournament results, meeting with various program specific organizations, annual budget creation, and annual review of the region's publications and forms.
- **General Office Administration:** All PSR staff members share the responsibility of managing basic office administration, event logistical support, and are expected to support each other.

ESSENTIAL QUALIFICATIONS

- A strong commitment to PSR's mission
- Bachelor's degree with 3+ years professional work experience
- Impeccable attention to detail and customer service skills
- Excellent verbal and written communication skills
- Excellent problem solver, critical & creative thinker, and resilient while adapting to rapidly changing situations
- Excellent interpersonal skills, organizational prowess, and executive presence
- Intrinsically motivated and works independently
- Ability to lift and move heavy, awkward-shaped objects without assistance
- Sense of humor, patience, a willingness to learn, and an ability to innovate!

PREFERRED QUALIFICATIONS

- Proven experience within the sports community, leading and managing sport-specific activities
- Experience in the non-profit sector (as an employee, administrator, or board member)
- Experience with tournament management software (AES, TM2Sign, SportsWrench)
- Experience with Sports Engine products (Website, MMS)
- Proficient with Microsoft 365 Suite, Google Suite, Dropbox, Teams, Zoom, and task/project tools
- Proficient with various social media applications (Facebook, Instagram, Twitter)
- Demonstrated leadership and vision in managing diverse groups and projects
- Excellent interpersonal skills and a collaborative management style
- Demonstrated commitment to high professional ethical standards and a diverse workplace
- Excel when operating in a fast-paced, community environment
- Ability to evaluate and discuss issues of importance to the organization
- Ability to look at situations from several points of view

REQUIRED SUBMISSIONS (all submissions are done online)

- Cover letter; maximum one page; detail desire for the job
- Professional resume with two professional references and one personal reference
- Completed online job application





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NOTES

- PSR staff members are not permitted to be affiliated with a club in any capacity.
- Coaching elementary, middle school, high school, or college volleyball is highly discouraged.
- Employment is contingent on obtaining a USA Volleyball membership in the PSR, pass a USAV background screen, and completing a Safesport certification.
- Submission of an application for this job does not guarantee an interview or that the candidate will be invited to move forward with the application process. PSR is not obligated to make a hire based on this job posting. Incomplete or late submissions will not be considered.
- Should a current PSR club director/coach/administrator or PSR board member be hired for this position, they must immediately relinquish whatever positions they have within those organizations before the scheduled start date. No exceptions will be granted.

APPLICATION DEADLINE: JULY 11, 2025 – 5:00 PM PT

The Puget Sound Volleyball Association is committed to providing equal employment opportunity for all persons regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation, gender identity, disability, sex, or age.

