

TRILOGY LACROSSE®

Job Title: **Office & Operations Manager**

Date Posted: 4/11/18

Job Summary

Trilogy Lacrosse is looking for a highly organized and dynamic individual looking to join a growing sports organization to fill the role of **Office & Operations Manager**. This individual will be responsible for playing an integral role in customer service, back-end operations of our events, and in the functioning of our office. This individual should be excited about providing excellent customer service, which is a key pillar of Trilogy Lacrosse. They will also support the sales and marketing team through performing key functions and reporting in our customer relationship management (CRM) system. This role has potential to grow in the company within the operations, sales or marketing teams. This position is based in Jersey City, NJ. Travel and weekend work may be required during peak event times.

Duties and Responsibilities

- Serve as the manager of our Customer Service Systems; ensuring policies, procedures and philosophy are executed via our CRM (InfusionSoft)
- Maintain primary email account and phone systems for Trilogy, handling all correspondence and inquiries
- Manage inventory and ordering for main office, including event operational supplies, office supplies and apparel
- Support the sales and marketing team by creating weekly and monthly reports
- Manage all pre-event parent communication for Trilogy events, including creation and distribution of thorough event manuals to ensure parents are prepared well in advance for all Trilogy events
- Support movement of all event supplies to ensure all event directors have necessary materials and information on site to run excellent events
- Provide on-site support at selected Trilogy events
- Conduct post-event follow up for all events, including distribution of event surveys and management of any customer service issues, if applicable
- Collect and distribute all player evaluations for Trilogy summer events
- Provide additional operational support for all programming as needed
- Conduct screening and onboarding of all Trilogy independent contractors
- Create rooming lists, a critical component of customer experience, at all overnight events

Required Qualifications: (Knowledge, Skills, Abilities)

- Strong time management and organization skills: ability to prioritize and multi-task jobs associated with the position
- Excellent attention to detail
- Ability to build strong interpersonal relationships with players, parents and staff
- Ownership mentality for position related responsibilities and company as a whole
- Roll-up your sleeves attitude with a willingness to do whatever it takes to get the job done
- Professional and courteous oral and written communication skills
- Ability to work independently or within group dynamic
- Proficiency with Microsoft Office Products: Word, Excel and Powerpoint
- Experience with CRM preferred but not required

Required Education and Experience:

- Bachelor's degree
- 1-4 years work experience in an office management, operations, hospitality or customer service role is preferred
- Lacrosse playing or coaching experience is a bonus, but not required

Applications for this position are rolling. This job description does not list all the duties of the job. You may be asked by supervisor to perform other duties as required and necessary. You will be evaluated primarily based upon your performance of the tasks listed in this job description. Management has the right to revise this job description at any time, but you will be informed when that change occurs.

