



Member Services Manager

Reports To: Director of Finance & Operations

Status: Full-Time, Hourly, Non-Exempt

Work Location: In office currently located at Grand Park, Westfield, IN

Position Summary

The Member Services Manager serves as the primary customer service and administrative contact for Indiana Soccer members. This position manages membership records, registration transactions, billing support, and member-facing information.

Primary Responsibilities:

Customer Service & Reception

- Serve as the first point of contact for member organizations and visitors.
- Welcome office visitors and assist with member needs.

Registration Administration

- Process all youth member registrations through the registration platform.
- Generate youth registration-related invoices per invoicing schedule.
- Assist members with registration inquiries and system support.
- Verify registration accuracy and maintain registration records.
- Provide member club training on the use of the registration platform.

Membership Data Management

- Maintain member club profiles, board member information, registrar contacts, and organizational records.
- Ensure membership database information remains accurate and current.

Risk Management & Compliance

- Serve as the Risk Management Director (RMD) for Indiana Soccer and member organizations.
- Oversee policies and compliance related to:
 - Background Checks
 - SafeSport
 - CDC Heads Up Concussion Awareness
 - Other required compliance programs
- Review escalated compliance issues and determine appropriate action.
- Report unresolved issues to the Director of Finance & Operations.

Youth Membership Insurance

- Maintain and process all youth club Certificate of Insurance
- Process all youth insurance claims

Office Operations

- Serves as the onsite office manager.
- Process incoming US mail.
 - Forward mail to appropriate person

- Prepare deposits and take them to the bank daily.
- Attend staff meetings and assigned departmental meetings.

Communications & Website Support

- Manage member service website updates.
- Support member communications and announcements.

Event Support

- Provide administrative support for meetings, competitions, and member programming as assigned.

Other Duties as assigned.

Job Qualifications

- Desire to serve others in a non-profit organization environment.
- Previous experience with administrative duties in an office setting preferred.
- Previous experience or knowledge of youth sports environment (soccer) preferred but not required.
- Working knowledge of Microsoft Office (i.e. Outlook, Excel, Word, Power Point, and SharePoint)
- Working knowledge of Microsoft Office 365/Teams preferred but not required.
- Working knowledge of Gotsport (a web-based sports data management system) is preferred but not required.
- Must be able to pass a background check, complete SafeSport course, and Concussion Awareness course.

Skills

- Excellent communication skills.
- Good organization, scheduling, and time management skills.
- Able to complete tasks by deadlines.

Salary range: \$38,000-\$58,000. Final offer will depend on experience, skills, geographic location, and internal equity.

Benefits Include:

- Overtime pay
- Medical, dental, vision, and life insurance coverage
- 401(k) retirement savings plan
- Paid vacation, holidays, and sick leave benefits

Desired Start Date: As soon as possible.