



BOSTON ATHLETIC ASSOCIATION

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ATHLETE SERVICES DATA MANAGER

ABOUT BOSTON ATHLETIC ASSOCIATION

The [Boston Athletic Association](https://www.baa.org) (B.A.A.) is a non-profit organization with a mission to promote a healthy lifestyle through sports, especially running. The B.A.A. is committed to a world where all people can access and benefit from running and an active lifestyle. The B.A.A. advances its mission and vision by organizing mass-participatory running events such as the Boston Marathon, creating or supporting community fitness events, and sponsoring a running club that serves the greater Boston area.

ABOUT THE ROLE

Reporting to the Director of Athlete Services, the Athlete Services Data Manager is responsible for key data management processes, primarily related to event registrations. The position leads all registration functions in the B.A.A.'s customer relationship management system (Salesforce), and ensures timely, accurate processing and reporting of registration data for B.A.A. events. In addition, the Athlete Services Data Manager is the project manager for onsite activities, such as bib distribution and race-day registrations. Through their work on the Athlete Services team, they positively impact the experience of the B.A.A.'s participants.

RESPONSIBILITIES

- Manage race registration submissions, verification, and entry fee processing.
- Manage the Boston Marathon qualifying time verification process during pre-verification and registration periods.
- Manage programs and initiatives, including, but not limited to:
 - Communications and bib identification for various programs and groups of athletes.
 - Consecutive Program, including verification of results and issuance of invitational entry instructions.
 - International Tour Program activities, such as invoice tracking, issuance of invitational entry instructions and communications around registration timelines.
 - Registration Protection program.
- Lead registration and entry tracking for non-marathon events, and assist with bib assignment and distribution in partnership with the Director of Athlete Services
- Manage Bib and Timing Tag Program, including bib order, bib assignment, preparation and bib distribution, and verification of timing tags, ensuring accuracy and functionality.
- Serve as primary support for B.A.A. Distance Medley events, including the Boston 5K, B.A.A. 10K and Boston Half Marathon Registration, working closely with the Salesforce and Communications teams to manage registration in addition to coordinating onsite race day logistics for Athlete Services.

- Maintain the qualifying race results database to include communications to race directors, verification of USATF certifications, and adaptation of all necessary procedures within Salesforce. Seek to continuously improve the database and related processes.
- With the Director of Athlete Services, liaise with Operations and Communications Teams to support adjudication and results for all events.
- Collaborate creatively with the Salesforce Team to drive innovation in Athlete Services' Salesforce processes and reporting dashboards, while maintaining and enhancing data management strategies to ensure accuracy and integrity.
- Support the Director of Athlete Services with timelines and work processes to assure clear communication and functionality of race registrations.
- Manage public-facing functions of Athlete Services throughout race weekends to provide superior customer service.
- Collaborate with Athlete Support Coordinator to identify and track trends or opportunities from athlete feedback and recommend improvements related to Salesforce case management, registration or the participant experience.
- Assist with creating data export files for vendors.
- Manipulate and import data files to systems as necessary.
- Other duties as assigned.

WHO WE'RE LOOKING FOR

There are innumerable ways to learn, grow and excel professionally. We know people gain skills through a variety of professional, personal, educational, and volunteer experiences. We respect this when we review applications and take a broad look at the experience of each applicant. We want to get to know you and the unique strengths you will bring to the work. This said, we are most likely to be interested in your candidacy if you can demonstrate the majority of the qualifications and experiences listed below.

- 3-5 years' experience in database management, or equivalent experience with customer relationship management platforms.
- Excellent analytical skills and the ability to navigate complex data sets. Possesses Excel skills, including, but not limited to utilizing advanced functions, manipulating data and data visualization (e.g., removing duplicates, data cleaning, PivotTables, PivotCharts).
- High-level understanding of data flows within and across systems.
- Detail oriented.
- Effective communication and customer service skills.
- Ability to build and maintain relationships, collaborating to achieve shared objectives.
- Strong organizational and time management skills. Can work independently and in a fast-paced environment.
- Proficiency in Microsoft Office and Salesforce strongly preferred.
 - Willingness to advance and develop Salesforce capability through training required.
- Running industry knowledge and experience working at/for events preferred.
- Experience with credit card processing preferred.
- Willingness to work weekends and evenings, as needed.

WORK EXPECTATIONS AT B.A.A

We are a hands-on team and seek employees who are passionate about our work and service to our community. The Athlete Services Data Manager is a 40 hours/week, exempt position. The role will require working some weekends and evenings. There will be longer work hours surrounding events. Limited local travel required.

Hybrid work schedule (combination of in person and remote work possible).

COMPENSATION & BENEFITS

The salary range is competitive and commensurate with lived and professional experience. The B.A.A. will promote your professional growth and development by providing access to:

- Competitive health and dental insurance plans
- Life insurance, short term, and long-term disability plans funded 100% by the B.A.A.
- 401(k) matching dollar-for-dollar up to 6% after 6 months of service, elective deferrals may begin upon hire
- An annual allotment of professional development funding (up to \$2,000 per calendar year)
- Paid vacation based on years of service
- Comp. Time available for eligible work
- 11 paid holidays, 9 scheduled and 2 floating

Hiring range: annual salary of \$65,000-\$72,000.

HOW TO APPLY

To apply to this position, please prepare a resume and cover letter to the attention of the B.A.A. Human Resources team and submit your materials to Opportunities Opportunities@baa.org.

The B.A.A. is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, sexual orientation, gender identity, national origin, age, disability, marital status, veteran status or any other status protected by applicable law.