

## Healthy Kids Running Series Job Description

### Position: Customer Service Representative & Special Events Coordinator



### Mission

In an effort to combat increasing rates of childhood obesity in America, Healthy Kids Running Series ("HKRS") motivates children to be healthy and active through a positive, educational and fun introduction in the world of running.

For more information, please visit our website at [www.HealthyKidsRunningSeries.org](http://www.HealthyKidsRunningSeries.org).

### Facts

Location: HKRS Headquarters, Thornton, PA  
Level: Entry Level Position  
Job Type: Full-Time  
Compensation: \$40,000 annual salary  
Vacation: Paid Time Off  
Business Casual Work Environment  
401K Plan

## Customer Service Representative & Special Events Coordinator Responsibilities

The HKRS Customer Service Representative is responsible in part for the overall wellbeing of the program including communicating with, evaluating and servicing HKRS Community Coordinators throughout the country. This position reports to the HKRS National Director. Specific responsibilities include:

- **Oversee Select Community Coordinators**
  - Provide best-in-class service in response to coordinator inquiries through the utilization of HKRS' CRM business system.
  - Work with Community Coordinators to answer their questions and guide them in meeting the HKRS mission
  - Maintain communication with identified Community Coordinators throughout the year to assist them in executing a successful five-week Series in both the Spring and Fall
  - Provide feedback, recommendations and updates as well as edit the HKRS 'How To' Manual
  - Travel – Site/Coordinator Visits:
    - Required to visit a portion of new race locations to map courses with the Community Coordinators prior to their Series start date
    - Expect 10-20 travel days annually; usually 5-10 days both in the spring and fall; expenses covered by HKRS

### Healthy Kids Running Series

The Mill, 381 Brinton Lake Road  
Thornton, PA 19373  
P 484 356-1024  
F 610 361-1001

[www.healthykidsrunningseries.org](http://www.healthykidsrunningseries.org) | [www.pattisonsportsgroup.com](http://www.pattisonsportsgroup.com)

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- Encouraged to attend various workshops, race expos, etc. as approved by the HKRS Director.
  - Evaluate Community Coordinators throughout the Series via personal experience and feedback, parent feedback and survey results; make the Director aware of any issues with Community Coordinators and help problem solve
- Customer Service
  - Fielding and responding to emails and calls from parents and sponsors with regards to refunds, event cancellation, involvement, etc.
- Quality Control Program
  - Help develop a 1-2 page Evaluation Form for Community Coordinators
    - Evaluation Form to be shared with Community Coordinators prior to the beginning of the Series

## Skills & Abilities

- Exceptional oral and written communication skills
- Excellent attention to detail and multi-tasking ability
- The ability to problem solve
- Maintain a high level of accuracy
- Ability to adapt and excel in a fast-paced work environment on a growing team
- Collaborate with team members to improve service and implementation

## Qualifications

- Bachelor's degree from an accredited College or University (work experience may be considered in lieu of a degree)
- 1-2 years of customer service experience preferred
- Experience answering phone calls and emails in a professional environment, guaranteeing a high level of customer service
- Knowledge of personal computer software programs including Windows based word processing, spreadsheet, and database software, and Internet and email navigation
- High energy level – self-starter
- Team oriented, people oriented and a relationship builder
- Enthusiastic, confident and mature
- Reliable with a resilient nature

**Healthy Kids Running Series** ([www.HealthyKidsRunningSeries.org](http://www.HealthyKidsRunningSeries.org)), a nonprofit initiative of the Pattison Sports Group, provides children ages 2-14 with the opportunity to live a healthy and active lifestyle through the introduction of running. HKRS currently operates in 220+ locations across 33 states.

Healthy Kids Running Series provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status

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as a covered veteran in accordance with applicable federal, state and local laws. HKRS complies with applicable state and local laws governing non-discrimination in employment in every location in which the company operates.

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