



Member Services Program Manager

Iowa Soccer Overview

Iowa Soccer is the future of soccer in Iowa. Our mission is to provide soccer opportunities as we aspire to make soccer the sport of choice in our state. We embrace collaboration, strong member relations, innovative thinking, and technology to drive the growth of our sport as we serve our members. We are seeking motivated, passionate, skillful people who can think, create, and work on a team. Iowa Soccer offers a competitive compensation package for this fulltime, salaried position, and features a casual, flexible, work from home/in office environment.

Position Overview

The Program Manager will support the administration, coordination, and execution of all Iowa Soccer League (ISL) products. Duties include but not limited to: project management, customer service, member support and engagement, program schedules, disciplinary actions, budget development, leading contracted staff and volunteers, providing onsite and on-call support as needed, and leading/supporting other Iowa Soccer events and programs. The Program Manager will collaborate regularly with staff, and member club leaders. The position is in the Member Services Department and reports to the Chief Member Services Officer.

Primary Responsibilities

Iowa Soccer League, Manager/Commissioner: State League Competitive, Recreational and Academy Divisions

- Lead, administer, and execute all unique products of ISL
- Event management (Pre, Post, Onsite)
- Facilitate, coordinate, and support league registration and scheduling
- Rule and policy enforcement, compliance, and development
- Budget development and management
- Weekend on-call support
- Engage and support membership as it relates to league programming

Iowa Soccer Events Director

- Lead, administer, and execute competitive and recreational level tournaments and festivals
- Event management (Pre, Post, Onsite)
- Rule and policy enforcement, compliance, and development
- Budget development and management
- Engage and support membership as it relates to event programming
- Support premier-level tournaments
- Serve as state rep to US Youth Soccer Regional and National Competitions

Additional

- Develop and manage budgets, handle receivables
- Evaluate Iowa Soccer Bylaws, Rules and Policies, and all competition rules and policies on regular basis and develop/recommend changes or updates as needed
- Update content on all owned webpages
- You can influence “other” or “additional” based upon skillset/interests, as long as primary responsibilities are executed well and on time
- Collaboration with Iowa Soccer’s department leaders and members in assessing program statuses and needs going forward so as to advance existing and develop new recreational and competitive programming.

Iowa Soccer

Soccer for all. Soccer for life.



Minimum Qualifications

- Positive interpersonal and communication skills with customer-service mindset.
- Three years' experience in related field of program, event or competition management, or with executing similar responsibilities.
- Experience managing databases and/or registration systems.
- Tech savvy and able to quickly learn and use new software/platforms.
- Detail-oriented, with ability to manage and follow through with multiple priorities at once.
- Proficient in Microsoft Office Suite: Outlook, Word, Excel, PowerPoint, and some experience with Microsoft Teams.

Preferred, but not required.

- Background in club soccer, administration, operations, and management.

Working at Iowa Soccer is a unique opportunity. Employees who work at Iowa Soccer have the following attributes:

- Thrive under the pressure of a fast-paced, team-oriented environment.
- Want to be a part of a team that achieves.
- Exude a member-centric approach.
- Build relationships through genuine interpersonal skills.
- Possess a tireless work ethic.
- Embrace learning as a lifelong pursuit.
- Communicate in a direct, open, and honest manner.
- Able to be firm, but fair.
- Passion for new technology and ability to determine ways to incorporate.
- Open to criticism and do not make excuses.

Application Process and Timeline

- Job opening posted March 10, 2022
- Review of applications begins March 21, 2022 with interviews to follow
- Submit cover letter and resume via email with subject line "Member Services Program Manager" to Chief Member Services Officer Craig Winger at cwinger@iowasoccer.org