



Job Title:	Customer Service Representative (CSR)	Job Category:	Contract (tax form W9 and 1099 misc)
Department/Group:	Racine MultiSports	Reports to:	Ken Racine
Location:	Work from Home	Travel Required:	Minimal-Washington County MD
Level/Salary Range:	\$15/hr	Position Type:	part time, approximately 10 hrs/wk
HR Contact:	Ken Racine	Date Posted:	1-24-18
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	2-15-18
External Posting URL:	RacineMultiSports.com/Employment		
Internal Posting URL:	RacineMultiSports.com/Employment		

Applications Accepted By:

FAX OR EMAIL:

ken@racinemultisports.com
Subject Line: CSR Position

MAIL:

Ken Racine
Racine MultiSports
PO Box 255
Williamsport, MD 21795

Job Description

ROLE AND RESPONSIBILITIES

The Customer Service Representative (CSR) primary role will be to work with 4 areas of our business: Clients, Sponsors, Volunteers and Teams. In each of these areas you will ensure we are providing them with continued communication and support throughout the year. This will include but not limited to the following tasks.

- Maintain Client Log to ensure all email communication is reaching our clients and the content fully understood. This will involve emailing and calling clients.
- Ensuring we have updated contracts, logos and links for all clients.
- Helping to educate existing and new clients on the services we offer
- Maintaining Sponsor Log to ensure all email communication is reaching our sponsors and ensuring we are compliant with sponsorship agreements (updated logos, placement of ads, logos and links).
- Building sponsorship relations with frequent communication and exploring ways to promote their businesses.
- Recruiting volunteers for the 6 Maryland races under the Racine MultiSports brand. This will include emailing and calling potential volunteers to recruit them.
- Send volunteer communication as races approach to inform them of their responsibilities and prepare them for race day. And then follow up communication to thank them for their service.
- Work as Volunteer Coordinator at each of the 6 Maryland races (checking in volunteers, guiding them to their positions and ensuring they have what they need).
- Maintain the volunteer database and registration site to ensure it's up to date.
- Maintain clear communication with the Teams who race with us. This will include ensuring they have discount codes, and race communication so they know where to setup and what to expect on race days.
- Maintain the Team Log.



In addition to the hourly pay there will ways to earn additional income. These are not required and are at the CSR's discretion when this work is available.

1. Sponsorship Sales Incentive- any new sponsor secured by the CSR will earn 10% of any cash sponsorship. A \$2,000 sponsorship will earn the CSR \$200 in incentive money paid at the time the sponsorship money is received.
2. CSR will have the opportunity to work as part of the timing teams on client races. These jobs are on location at client races and pays from \$150 to \$250 per job. Involves being outside in varying weather and temperatures. Does require some lifting up to 50lbs but is generally moderate level of lifting.
3. Working in the warehouse helping to prep for races. This includes loading and unloading trailers, preparing, storing and cleaning equipment.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

High School Diploma required
 2 Years College preferred
 2 Years Full Time Work History
 Reliable transportation
 Ability to work from home
 Must have own computer with access to internet
 Must have own cell phone

PREFERRED SKILLS

Strong communication skills (written and person to person)
 Comfortable talking on the phone
 Positive and friendly personality
 Proficient in Excel
 Comfortable navigating databases
 Able and willing to learn new tasks

ADDITIONAL NOTES

Must be available for approximately 10 hours a week
 Hours are flexible and easy to fit into school and work schedules
 Must be available to work each of the 6 Maryland races. Check the race schedule for dates. This is outside work
 Pay will be twice a month by check
 CRA will submit an hours log for each pay period

Reviewed By:	Laura Oates/Lisa Racine	1-11-18	1-11-18
Approved By:	Ken Racine	1-24-18	
Last Updated By:	Ken Racine	1-24-18	