



The IRONMAN Group operates a global portfolio of events that includes the IRONMAN® Triathlon Series, the IRONMAN® 70.3® Triathlon Series, the IRONMAN® Virtual Racing™ (VR™) Series, 5150™ Triathlon Series, the Rock 'n' Roll Running Series®, the Rock 'n' Roll Virtual Running™ Series, IRONKIDS®, ITU World Triathlon Series, premier running events including the Standard Chartered Singapore Marathon™ and The Sun-Herald City2Surf®, Ultra-Trail® World Tour events including Tarawera Ultra and Ultra-Trail Australia™, mountain bike races including the Absa Cape Epic®, road cycling events, and other multisport races. The IRONMAN Group is the largest operator of mass participation sports in the world and provides more than a million participants annually the benefits of endurance sports through the company's vast offerings. Since the inception of the iconic IRONMAN® brand and its first event in 1978, athletes have proven that ANYTHING IS POSSIBLE® by crossing finish lines around the world. Beginning as a single race, The IRONMAN Group has grown to become a global sensation with hundreds of events across 55+ countries. The IRONMAN Group is owned by Advance (www.advance.com), a private, family-owned business. For more information, visit www.ironman.com.

For our IRONMAN Europe, Middle East and Africa business and based in Liederbach or Hamburg, Germany we are actively looking for a highly motivated, fluent German and English speaking:

Coordinator Athlete Services (m/f/d)

Job Summary

The Coordinator Athlete Services is responsible for overseeing the entire athlete experience (including side events), from the setup of online registrations, athlete queries, website management, bib allocation, athlete communication via e-mails, registration onsite, athlete welfare, awards ceremony and any post event procedures. They must work closely with Functions Manager, Race Director, Global Partnership Team, Operations Team, Timing Company, Race Referee, Announcers, Marketing Team and Medical team to ensure a smooth experience for athletes.

Responsibilities and Duties

- Day to day athlete enquiries and services, answering e-mails and phone calls.
- Close collaboration with Marketing and Athlete Development
- Coordinate Event Registration Openings
- Maintain the website
- Administration and maintenance of the online registration tool (Active) and the athlete database (CRM)
- Planning & implementing of participant accreditation onsite at Events
- Layout planning of set up
- Coordinate and supervise Team Leaders and volunteers onsite
- Work closely together with local triathlon federations, timing partner and other partners to ensure smooth execution of events
- Assist with bulk orderings
- Prepare Team Leader manuals for all areas that concern Athlete Services before the events
- Deal with all post event related tasks such as timing result issues, athlete complains and lost property



Skills and competencies

Your excellent communication skills written, and verbal qualify you to work with the athlete service department. Independent working, flexibility, reliability and the ability to work under pressure and solve problems are self-evident for you. To be part of our events guarantee you an exciting and diversified working climate.

- High level of customer service
- Bachelor Degree or vocational school ideally in administration, economy, sport or endurance/event business
- 1-2 years in sport event area or customer service experience
- Relevant experience through internships or voluntary work in sport events and or customer service
- Strong interpersonal skills and ability to remain calm und pressure
- Attention to detail
- Team player, able to lead a team of volunteers
- Organization and time management skills
- Enthusiasm for sport: knowledge of triathlon, cycling and trail preferred but not essential
- Comprehensive knowledge of Active & Office 365
- Experience with data processing using a database system
- Language skills: German and English is a must
- Ability to travel and work in sport events on weekends

What we offer

- We enable flexible working hours, and home office, subject to certain conditions.
- Open, modern and friendly working environment with a strong culture across EMEA.
- Opportunity to be creative in your work and the possibility to develop your own ideas and concepts.
- Informal and relaxed dress codes.
- Part of a growing global Company.

A fix-term contract (beginning September 1st, 2021) will be made based on a full-time employment. We are looking forward to receiving your **application in German or English including your salary expectations and your notice period.** Are you interested? Please apply here: <https://ironmaneurope.wufoo.eu/forms/we-are-hiring/>