



COLORADO SPRINGS SPORTS CORP

Position:	Volunteer & Administrative Services Coordinator
Employer:	Colorado Springs Sports Corporation, a 501(c)(3) non-profit organization
Reports to:	Chief Operating Officer, Colorado Springs Sports Corporation
Department:	Operations
Job Classification:	Full-time, exempt
Salary Range:	\$53,000 - \$60,000 <i>(Depending upon qualifications and experience; Does not include available potential bonuses.)</i>
Benefits:	Medical, Dental, Vision, Flexible/Unlimited PTO, 403(b), and other benefits will be available.

Colorado Springs Sports Corporation (CSSC) is a 501(c)3 non-profit organization committed to inspiring and advancing Colorado Springs, Olympic City USA, and the Pikes Peak Region through sport and community events.

Through event promotion and community development activities, CSSC plays a critical role in bringing civic leaders together with some of the nation's premier sporting organizations to promote tourism, the Olympic and Paralympic movement, and create positive economic impact. Major events include Colorado Senior Games, Star Spangled Symphony & Fourth of July Fireworks, Rocky Mountain State Games, The Broadmoor Cycle to the Summit, Colorado Springs Labor Day Lift Off, Pikes Peak Regional Airshow, and Colorado Springs Sports Hall of Fame.

Primary Duties and Responsibilities:

- Own the Sports Corp C.H.A.M.P.S. Volunteer Program including managing the full volunteer lifecycle for major events, including independently developing staffing strategies, determining allocation of volunteer resources across events, recruitment, onboarding, training, scheduling, assignment, communications, recognition, retention, and post-event recommendations/follow-up; maintain volunteer systems and accurate records. Develop and recommend event staffing plans, assessing operational requirements with event leads to develop role descriptions, shift coverage, and contingency plans, and provide event-day volunteer support as assigned.
- Provide administrative support to the Operations Department, including master timelines/planning documents, mapping, meeting notes and action items, shared calendars, service provider/partner follow-up, mailings, document organization, and event-readiness materials.
- Serve as an operations coordination resource to streamline communication between departments regarding volunteer needs, hospitality needs, hotels, registration, and other event support requirements.
- Develop staff, volunteer, partner and event hospitality operating plans and allocate resources within approved parameters, in conjunction with the Partnership & Development Coordinator, including needs lists, counts, schedules, distribution plans, and onsite support.
- Administer and improve registration and ticketing systems/processes, evaluating workflows, recommending system/process changes and establishing procedures and resolving escalated issues related to participant data, and results administration. Support included pre-event setup, customer questions, data updates, onsite support, and post-event reporting as assigned.



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- Provide customer service support across all events, including management of assigned shared email inboxes and timely routing and resolution of participant, volunteer, partner, vendor, and public inquiries.
- Provide CRM and database support, including data entry, list maintenance, contact updates, data quality, event records, and reporting.
- Manage the administrative Certificate of Insurance (COI) process for major events, including requests, tracking, collection of service provider/partner documentation, evaluate event/service provider insurance documentation against established organizational requirements, identify exceptions or deficiencies, recommend corrective action and escalate coverage interpretation to Operational leadership/broker.
- Own the administrative management of the Park Union community event permitting program. Evaluate event plans against established permitting requirements; determine documentation and processing requirements; coordinate with event organizers and Norwood Development Group; resolve routine compliance issues; identify exceptions and risks; and recommend appropriate courses of action to Operations leadership when issues require escalation.
- Provide administrative support to Sports Corp leadership for Board of Directors activities and organizational functions, including coordinating Board meeting calendars, preparing new Board member orientation materials, taking and maintaining Board meeting minutes, assisting with meeting logistics, and supporting planning and coordination of the annual holiday party and other organizational gatherings as assigned.
- Support event planning, setup, execution, and teardown as part of an all-hands-on-deck event team, while performing additional duties and special projects to advance organizational goals and event success.

Minimum Qualifications:

- 2+ years of experience in volunteer coordination, event administration, office administration, nonprofit operations, customer service, or a related field preferred.
- Exceptional organization skills and attention to detail, systems-oriented, with the ability to work independently.
- Self-motivated, proactive, professional, flexible and adaptable.
- Ability to meet deadlines, manage multiple tasks simultaneously, and prioritize duties.
- Ability to build new and maintain existing systems and processes.
- Meets CSSC Core Values: Team Player, Positive Attitude, Dependable, Solutions-Focused, and High Standards.
- High level of comfort with technology and the ability to learn and operate office and event software, including Microsoft Office programs, CRM/database platforms, volunteer management systems, registration/ticketing platforms, shared email inboxes, and related event systems.
- Strong customer service, collaboration, and communication skills with volunteers, participants, community members, partners, sponsors, vendors, and colleagues.
- Demonstrated service-oriented leadership and communication skills, including leading by example, listening to team members, accepting constructive feedback, and supporting team success.
- To perform this job successfully, an individual must be able to lift up to 50 pounds, stand, walk, and sit for extended periods, with or without reasonable accommodation. Work may occur in an office environment or outdoors and exposed to the elements during events.



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- Typical office hours are Monday-Friday, 9:00 am - 4:00 pm. *Additional hours are required during events, usually on evenings or weekends and select holidays.* Full calendar of events and expectations will be reviewed during the interview process/onboarding.
- Must be able to operate a motor vehicle and have a valid driver's license with an acceptable driving record for the purpose of onsite work at various events.

Submission Information:

- Colorado Springs Sports Corporation is an Equal Opportunity Employer, including veterans and individuals with disabilities.
- If offered the position, the candidate must successfully pass the United States Olympic and Paralympic Committee Safe Sport background and screening processes.
- Submit cover letter and resume to: apply@thesportscorp.org no later than **Thursday, October 8, 2026**. Letters of recommendation are not necessary and will not be reviewed.
- All applications will be acknowledged and remain confidential.
- In person interviews will be conducted with finalists in Colorado Springs the week of October 26, 2026.