

About NYRR (New York Road Runners)

New York Road Runners (NYRR) was founded in 1958 when a small group of passionate runners vowed to bring running to the people and has grown from a local running club into the world's premier community running organization. NYRR's mission is to help and inspire through running, aiming to empower people of all ages and abilities to improve their health and well-being through the power of running and fitness.

NYRR's year-round offerings of races, community events, programs, and training resources provide hundreds of thousands of people with the motivation, know-how, and opportunities to start running and keep running for life. NYRR's premier event, the famed TCS (Tata Consultancy Service) New York City Marathon, attracts the world's top professional runners and committed amateurs alike, while also raising millions of dollars annually for charity and driving economic impact for New York City. NYRR is equally committed to the runners of tomorrow, passionately providing youth fitness programs that educate and inspire children in underserved communities in New York City, nationwide, and around the world.

Headquartered in New York City, NYRR is a 501(c)(3) organization. To learn more, please visit www.nyrr.org.

At New York Road Runners, we are committed to building an inclusive, diverse workplace by finding the best candidate for the job. We understand that skills come from a variety of diverse backgrounds. Checking off every single requirement in our job description is not necessary to apply. If you think you are a good fit and have a passion for the work we do, please submit your application. We are eager to learn about your experience and skills! You may be the right candidate for this or other open positions.

New York Road Runners is an Equal Opportunity Employer.

About the Department

Strategic Partnerships is responsible for developing revenue-generation partnerships from corporate and community-based organizations and managing those relationships. Partnerships vary from year-round engagement to specific races and events. They work closely with all the NYRR's departments to develop programs that maximize revenue opportunities and ensure NYRR's partners' objectives are met. Licensing & Merchandising provides merchandising services to every area of the company. Internal merchandising services include managing the development of all weekly race premiums, premiums for programs, development and distribution of staff clothing and any all-product needs for the organization.

Runner Products supports the training, racing, and community experience of our runners – through classes, seminars, and customized training programs. The team also provides experiences to enhance the runner's engagement with the running community and their experience at NYRR events, including race photography and ticketed events. The Runner Services team is the information source for our runners, serving as a conduit of information and an advocate for NYRR's runner-first philosophy. NYRR's Charity Programs include more than 500 Official Charity Partners whose runners raise over \$40 million annually. NYRR's ITO Program operates in 100+ countries, and across 6 continents, and brings more than 15,000 international runners across the finish line at the TCS NYC Marathon.

About the Position

NYRR is seeking a motivated and highly organized International Tour Operator Coordinator to work closely with the Director of the International Tour Operator (ITO) Program. The coordinator will be responsible for providing organizational and operational support for marquee events like the United

Airlines New York City Half Marathon, the RBC Brooklyn Half Marathon and the TCS New York City Marathon. This position requires an elevated level of B2B customer service skills and flexibility.

Job Responsibilities:

- Works alongside the Director of the International Tour Operator Program to prepare event materials throughout the planning and execution of marquee events.
- Collaborates with the Director to optimize the team's efficiency through policies & best practices
- Collaborate with other departments as needed on specified assignments
- Contribute through conceptualization and promotion of ideas to grow the International Tour Operator Program
- Assist with providing feedback or metrics on trends; sends reports/recaps to the Director of the International Tour Operator as needed.
- Support accounting with invoicing, collection, and reconciliation when necessary
- Maintain a professional working relationship with Tour Operators and other similar partners
- Demonstrated passion and commitment to NYRR organization and core values.
- Cultivate a working knowledge of all events/services to provide exceptional client support
- Provide customer service support via email and video calls

Experience:

- 1+ year of relevant work experience in event management, tourism/hospitality, or entertainment/sports preferably
- Experience with in-person client management (either B2B or B2C)
- Proficient in Microsoft Office Suite (Word, Excel, Power Point, Outlook)
- Experience using Salesforce CRM for account management, customer service, and reporting is preferred
- Experience using QlikView or similar program is preferred
- History of success at managing and prioritizing a wide array of deadline-based tasks and projects

Education & Certifications:

- Bachelor's Degree in Hospitality Management, Business, Communications, or related field preferred

Skills and Attributes:

- Comfortable speaking in large group settings with a diverse group of individuals
- Ability to handle sensitive and confidential information
- Strong attention to detail
- Responds favorably to change in processes; an ability to adapt as new challenges arise
- Excellent written and verbal communication skills
- Able to work a flexible schedule including weekends and extended hours if needed
- Must be able to lift to 25 lbs

NYRR requires all employees to be vaccinated against COVID-19 unless approved for a medical or religious exemption.

Salary: \$50,000

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