



POSITION/TITLE: Customer Service & Office Administrator
STATUS: Full Time
DEPARTMENT: Administration

TRACK SHACK EVENTS

We are in the business of helping individuals reach their health and wellness goals through participation in running and walking events. Track Shack Events is a locally owned, event marketing company that produces 16 unique road races throughout Central Florida. It is the sister company to Track Shack, a specialty running retailer.

JOB DESCRIPTION

The Customer Service and Office Administrator is a vital role within our team, serving as the first point of contact for our customers and ensuring smooth office operations. This position requires a highly organized, customer-focused individual with excellent communication and problem-solving skills. You will be responsible for providing exceptional customer service, supporting event inquiries, and general office administration.

RESPONSIBILITIES

Customer & Event Support:

- Serve as the primary contact for participant inquiries before, during, and after events. Manage customer interactions via phone, email, and in-person, ensuring prompt and accurate responses.
- Greet and assist visitors in a professional and courteous manner.
- Maintain a positive and empathetic attitude in all customer interactions.
- Assist participants with registration changes, transfers, and proof-of-time verification.
- Investigate and resolve discrepancies in race results.
- Address customer concerns with professionalism, escalating complex issues when needed.
- Gather and utilize customer feedback to improve service quality.
- Create and maintain FAQ documents and other customer service resources.
- Prepare and distribute virtual race packets and materials.

Support for Athletes with Disabilities:

- Serve as point of contact for athletes with disabilities, providing information about event accessibility and accommodations.
- Communicate with athletes regarding specific needs and requirements, ensuring appropriate support is provided.
- Maintain accurate records of accessibility requests and accommodations provided.



Office Administration:

- Maintain the security of the front desk area.
- Manage incoming and outgoing mail and deliveries.
- Order, manage, and maintain office supplies, ensuring adequate inventory.
- Manage vendor relationships for office supplies and services.
- Maintain a clean and organized office environment, including common areas such as kitchen and meeting rooms.
- Coordinate and maintain accurate records of office cleanings, maintenance, and repairs.
- Create and manage preventative maintenance schedules.
- Manage meeting rooms and bookings.
- Schedule, coordinate, and support office meetings as needed.
- Manage and organize office files and records, both physical and digital.
- Provide administrative support including data entry, filing, photocopying, and scanning.
- Assist with office moves and space planning.

QUALIFICATIONS AND SKILLS

- High school diploma or equivalent (Associate's or Bachelor's degree preferred).
- Minimum of 2 years of experience in customer service or front office roles.
- Excellent communication skills, both written and verbal.
- Strong organizational and time-management skills.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Experience with CRM software and online registration platforms is a plus.
- Ability to work independently and as part of a team.
- Strong problem-solving and conflict-resolution skills.
- Positive attitude and a passion for providing excellent customer service.
- Interest in running and road race events is a plus.

BENEFITS

- Salary commensurate with experience.
- Health Insurance after three months probationary period.
- Retirement plan- 3% match after one year.
- Discounts on running apparel.
- Complimentary event entries.