

Athlete Services Coordinator | Northern Ohio

HFP Racing | Columbus, Ohio | November 16, 2021

About HFP Racing

Founded in 1988, HFP Racing has been serving the multisport community for over 30 years. Over the last 3 decades, HFP Racing has been blessed to have played a significant role in the building of multisport within the Mideast region. HFP Racing is committed to producing events that support our core values and mission statement:

“To provide a world-class race experience with a family-friendly feel for the benefit of our valued customers.”

Position Overview

The Athlete Service Coordinator is responsible for all pre-race, race day, and post-race registration efforts, including managing and maintenance of the company's online registration platforms. The coordinator will reinforce our high-performance culture which promotes team cohesiveness and enables HFP Racing and Greenswell Events to deliver sustained success. The individual in this role should have a strong customer service mindset, be a critical thinker, have experience with registration platforms, and have the ability to innovate and bring fresh ideas to increase the customer experience.

The coordinator (Northern Ohio) would be responsible and be available to work the following events:

- Maumee Bay (June – Toledo)
- TriFit Challenge (July – Columbus)
- Tri CLE (August – Cleveland)
- Portage Lakes (September – Akron)

Pre-Event Responsibilities

- Work closely with the Event Coordinator and the Event Director
- Manage and respond to all participant communication in regard to registration and event-related concerns.
- Communicate race-specific registration information to the Event Services Coordinator and other team leads.
- Coordinate the assembly of all event materials, including timing bibs and tags, registration and check-in supplies, event shirts and amenities, and all other equipment, paperwork, and materials for the event.
- Coordinate and manage packet pick-up/athlete check-in, including coordination of the design of packet pick-up, determining needed equipment and supplies, coordinating all participant packet pick-up items (shirts, bags, etc) to and from packet pick-up site.
- Provide training to volunteers for packet pick up and onsite registration.
- Coordinate and execute event crew plans for the athlete service team.
- Attend event meetings as required.



Event Day Responsibilities

- Set up event day packet pick up and registration with all materials and manage
- Provide training to volunteers for packet pick up and onsite registration
- Coordinate and execute the award presentation and plan
- Provide support services for other race day needs
- Tidy up all equipment into boxes ready for next event, report damages or needed supplies to Event Director
- Develop and coordinate all necessary files for timing and scoring of results pre-and post-race

Post-Event Responsibilities

- Inventory all supplies and communicate to the Event Coordinator (within 5 days, if not sooner if another event is coming up)
- Provide event feedback report to Event Coordinator within 5 days after the event, communicate urgent changes or items immediately

Other Details

- Part-time position, average 40-60 per month, excluding event weekend
- Compensation: Negotiable
- Compensation Type:
 - Pre-Event: Paid Hourly
 - Event Day(s): Daily Flat Rate

Serious candidates, send resume with relevant experience to: craig.thompson@hfpracing.com

