



Manager - Registration & Timing

Atlanta Track Club is a nonprofit committed to creating an active and healthy Atlanta. Through running and walking, Atlanta Track Club motivates, inspires and engages the community to enjoy a healthier lifestyle. With more than 30,000 members, Atlanta Track Club is the second largest running organization in the United States. In addition to the Atlanta Journal-Constitution Peachtree Road Race – the largest 10K running event in the world, the Publix Atlanta Marathon, the PNC Atlanta 10 Miler and Invesco QQQ Thanksgiving Day Half Marathon, Atlanta Track Club directs more than 30 events annually. Through the support of its members and volunteers, Atlanta Track Club also maintains a number of community initiatives including organizing and promoting its Kilometer Kids youth running program to metro Atlanta youth.

Reporting to the Director - Events, this Manager - Registration & Timing position is a full-time role that manages all facets of event registration and timing. Additionally, this role requires the foresight to anticipate and plan for unforeseen challenges and adapt to changing environments. Ability to organize and multi-task is a skill set that is a must for this position. The person who accepts this role has extensive experience in the running industry and believes that running and walking can be used to positively impact health and wellness. Additionally, this person must be willing to work weekends, evenings and holidays. The job duties for this position will cover a wide range of key activities that require strong attention to detail, excellent communication skills, ability to problem solve and both external and internal customer-focused service skills. The key functions for this job are as follows:

Responsibilities Include:

- Establish and manage end-to-end process of launching and maintaining registration for 40+ events/programs annually. This included registration for the Atlanta Journal-Constitution Peachtree Road Race.
- Provide support to 60,000+ registrations across multiple Peachtree registration platforms to ensure members, sponsors and lottery applicants successfully register for the event.
- Oversee registration operations for all events including ordering race number, timing bibs, start wave planning and bib assignment, packet preparation and number pick up operations.
- Ensure all registrations are operational and provide users with a positive, user-friendly experience.
- Manage quality assurance functions including effectively setting and communicating all deadlines and functional specifications for each listing and obtaining final approvals prior to launch from key cross-department team members.
- Lead planning on all race number pickups including planning sessions, supervision of site set-up, race number pickup operations, volunteers and staff.
- Manage Atlanta Track Club's Triple Peach and Ultimate Peach programs.
- Maintain exemplary customer service. Ensure all inquiries and communications are promptly returned and documented.
- Responsible for maintenance of registration and updates to technology, including computers and hotspots.
- Collaborate with event managers/merchandise manager to ensure merchandise and award inventory controls are monitored, maintained and current.

- Provide timing for all Atlanta Track Club events. Process includes managing data for the event, race number assignment, label preparation, race day timing functions, posting results on website, post-race management of timing inquiries and errors, finalize results after event and distribution of post-event awards.
- Manage timing and other vendor contracts and supplemental timing staff for events.
- Responsible for maintenance of timing equipment: develop a maintenance plan, establish process for periodic equipment checks and ensure all equipment is functioning and available on race day.

Minimum Job Qualifications

- 3-5 year race timing experience preferred
- Strong computer skills.
- Strong communication and customer service skills
- Ability to work under pressure
- Must be a self-starter and possess the ability to work both independently and as part of a team
- Proven success in event management required.
- Expertise in handling multiple tasks, highly organized, efficient, detail oriented and possess superior time-management skills.
- Excellent problem-solving, decision making and interpersonal skills.
- Flexibility in schedule and willingness to work weekends, holidays and extended hours as needed to accomplish the mission.
- Creativity and passion for the Club's mission.
- Demonstrated commitment to running, walking and physical fitness preferred.
- Ability to lift heavy objects.

Classification: Salaried – Overtime Exempt