

JOB DESCRIPTION

JOB TITLE: Officiating Program Manager

DEPARTMENT: Officiating Department

REPORTS TO (Title): Assistant Commissioner/Supervisor of Officials

FLSA STATUS (Exempt or Non-Exempt): EXEMPT

SUPERVISORY RESPONSIBILITY (Direct Reports): None at this time.

POSITION SUMMARY: This position coordinates and oversees management of various facets of the NCHSAA Officiating Program. This includes, but is not limited to, managing the officials registration process through an online digital platform, managing registration payment details and providing reports, and oral and written correspondence with 5,000+ officials and 70+ Regional Supervisors for each sanctioned sport, annually. In addition, this position manages the Ejection database and prepares reports, assists with materials preparation for rules clinics and NFHS rules meetings, and coordinates officials training sessions. Position also manages a budget related to the officiating department and is responsible for placing orders (i.e. rule/case books, eBooks, officiating apparel, and game official gifts). This position will be integral in the process of the recruitment and retention of game officials.

ESSENTIAL FUNCTIONS:

Database Management

- Works independently to train Regional Supervisors to achieve proficiency with the registration and assigning platform and offers on-going assistance as needed to both Regional Supervisors and officials.
- Assists Regional Supervisors in the management of their membership databases to ensure NCHSAA policies and procedures are followed.
- Updates and maintains Regional Supervisors' contact information and school/conference assignments.
- Reviews and monitors database records and ensures that officials records are complete including officials' years of experience, state rules clinic attendance, and other areas of compliance (i.e. background checks, insurance, exam scores).
- Assists officials with database platform access and other technology-related issues.
- Serves as liaison to NFHS COS and digital platform representatives specific to officiating program.

Communication

- Coordinates and disseminates rule/case books mass electronic communications (including eBooks) to Regional Supervisors, officials, and member schools.
- Creates and disseminates Officiating Program materials and information to enhance program access and offerings to officials, including recruitment and retention tools and resources.
- Coordinates exam dates and communicates this information to officials and Regional Supervisors.
- Creates and disseminates monthly E-newsletter from Officiating team to officials and Regional Supervisors.

Programming

- Recruitment & Retention Campaign- Creates recruiting and retention materials and implements recognition programs to foster growth and development of game officials.
- Responsible for developing, implementing, and managing an Officials Mentorship Program.
- Oversees Distinguished Service Award program and Golden Whistle Awards program.
- Works in conjunction with Marketing team to identify candidates for monthly 'Shining Stars in Stripes' spotlight feature.

Reports

- Reviews contest ejections daily and reports to other staff as needed.
- Evaluates types of ejections for potential review by the Supervisor of Officials and Commissioner.
- Generates reports of numbers of officials, new and seasoned, in an accurate and detailed manner through the digital platform of choice.
- Reviews electronic registration payments, and administers waiver of fees for new officials, as applicable.
- Creates reports for semi-annual Board of Directors meetings inclusive of ejection category breakdowns, charts, list of schools penalized, and penalties assessed.
- Provides annual report of ejection-free schools/programs to Student Programs staff.

OTHER FUNCTIONS

- Prepares for Regional Supervisor general meetings hosted at NCHSAA office and rules interpretation sessions conducted in the field.
- Other duties as supervisor and/or Commissioner deem necessary.

EQUIPMENT USED:

- Computer, telephone, printers, copiers, postage machines, and Association vehicles.

WORKING CONDITIONS:

- Office setting, some outside environment settings.
- Some weekend work in conjunction with state championship events and/or rules clinics.

PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to lift up to 40 pounds.
- Good judgement and ability to deal with irate people.
- Ability to establish relationships and exhibit positive communication.
- Ability to multi-task while prioritizing responsibilities.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelor's Degree in business, sports administration, or related field from an accredited educational institution and a minimum of one (1) year of coordinating/managing program experience; OR
- An Associate degree in business, sports administration, or related field from an accredited educational institution and a minimum of three (3) years of coordinating/managing program experience; OR
- A high school diploma and a minimum of five (5) years of coordinating/managing program experience.

KEY COMPETENCIES:

- Strong interpersonal and communication skills including a high degree of written and oral competency in coordinating correspondence to member schools, officiating membership, and the general public.
- Ability to listen and understand officials, Regional Supervisors, and member schools needs and concerns.
- Attention to detail.
- Must possess strong time-management skills and be able to pivot, multi-task and be flexible as needed,
- Must meet deadlines and respond to inquiries in a timely manner.
- Willing to assist as needed in the office environment and with the State Championships, Hall of Fame Banquets, Board Meetings, Annual Meetings, etc

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.