



## **POSITION ANNOUNCEMENT Pittsburgh Sports League (PSL) Player Experience Manager**

### **PUMP and PSL Overview**

The Pittsburgh Sports League (PSL) is a social enterprise housed within the nonprofit PUMP which was founded in 1996. PUMP's mission is to make Pittsburgh the most dynamic and diverse place by engaging, educating, and mobilizing all young people to effect change in our community. Each year, we serve nearly 30,000 individuals, primarily under the age of 40, through our advocacy, civic, social, and recreational programming.

The PSL is the premier provider of adult, mainly co-ed, recreational sports leagues in the Pittsburgh region. Founded in the fall of 2000, the PSL started as a flag football league of 150 participants. Today, the PSL provides over 20,000 participants an opportunity to play and socialize making it PUMP's largest "social networking" program. The PSL runs 4 seasons a year (winter, spring, summer, and fall) with up to 18 sports per season.

### **Position Description**

The position of PSL Player Experience Manager is a full-time position with evening and weekend hours. This position is consistently out at league games ensuring the participants are having a high-quality experience before, during, and after their games. As the point of contact for all officials, the PSL Player Experience Manager will be the liaison between the leagues and the organization. In addition to being the face of the league at the games, they will work behind the scenes assisting with league coordination and support, social experience coordination and support, and league communications. This position is also offered the ability to be creative and innovative when it comes to enhancing the PSL experience as well as develop new programming while supporting existing programming. The PSL Player Experience Manager reports directly to the PSL Director and works as part of a team of professionals who serve PSL and PUMP.

### **Representative Tasks & Major Responsibilities**

#### **Player Experience (40%)**

- Responsible for ensuring PSL participants have a high-quality experience before, during, and after their games by:
  - Making sure fields and facilities are adequate for nightly games.
  - Meeting and greeting participants at their games or at Hometown Hot Spots.
  - Answering any questions that may arise throughout the night.
  - Working with officials as their point of contact for any needs they may have.
  - Ensure all equipment needs are met.
  - Updating social media in real time.
  - Promoting Hometown Hot Spot Program to league participants.

#### **League Management (40%)**

- Responsible for all league management requirements for assigned sports. Duties include but are not limited to:

- Create and post league registrations.
- Create and post league schedules online.
- Track and assign invoices for team fees and PUMP memberships.
- Collect scores from officials and update schedules.
- Answer league specific questions with league players and officials.
- Create, assign, and manage officials schedule for each league.
- Report officials' hours weekly to PSL Director.
- Generate feedback from participants on league progress through various outlets.
  - Seasonal surveys
  - Check-ins at the games
  - Email
- Sport specific equipment inventory and management.
- Correspond with sport specific facilities with scheduling and other issues.
- Troubleshooting.
- Distribute t-shirts quarterly.
- Field work including lining fields and assessing if playable.
- Update weather hotline and social media.
- Conduct umpire evaluations and reviews for assigned sports.
- Weekly meeting with PSL Staff to discuss league progress.
- Additional league specific responsibilities as assigned by the PSL Director.

#### **Other Duties (20%)**

- Use Social Media (Facebook, Twitter, Instagram) to promote leagues, events, and all other league news.
- Referee or umpire leagues when needed.
- Stay up to date on all league rules and equipment requirements.
- Research ways to improve leagues.
- Explore feasibility of and develop strategies for additional leagues (i.e. eSports)
- Assist PSL staff with creation and implantation of new programming and support of existing programming (i.e. Hometown Hot Spots)
- Assist PSL Director with planning and implementation of PSL one day tournaments.

#### **General**

- Support PUMP staff with any PUMP events as needed.
- Ambassador for PUMP when needed.
- Other duties as assigned.

#### **Qualifications**

- Bachelor's degree in Sport Management or relevant field preferred.
- Excellent written and verbal communication skills.
- General sports knowledge and experience.
- Ability to multitask.
- Detail oriented.
- Creative.
- Ability to work both independently and in teams.
- Ability to work in a fast paced, ever changing, and growing environment.
- Proficient in Microsoft Office Products. Database and web application knowledge a plus.

#### **Requirements**

- Full-Time; mostly evening and weekend hours with scheduling flexibility.
- League participation encouraged.
- Valid driver's license and dependable vehicle.
- Frequent travel around Pittsburgh.

### **Salary and Benefits**

This position is full-time. Competitive entry level salary. Benefits including health insurance including dental and vision, Paid Time Off (PTO), health and wellness benefit, retirement plan, and waived PSL fees.

### **Application**

The deadline for application is 5:00pm EST, July 21<sup>st</sup>, 2021. First round interviews will soon follow.

To be considered, submit cover letter, resume, and 3 references via email to Greg Mitrik, PSL Director, at [greg@pump.org](mailto:greg@pump.org). Questions should be directed to this email or 412-338-2133 x11.