

MAX VO2 MANAGEMENT INC.

Full- Time Customer Service and Communication Manager

MAX VO2 Management Inc. is a highly skilled group of leading experts and strategists who specialize in the management of endurance events, including the: Sporting Life 10K, Toronto Womens' Run Series, Rebecca Run for SMA and other events. We are dynamic, growing company where we have fun, we work hard, we have a sense of humour and we like to go running as often as possible.

The main focus of this position is customer service and communication driven centered around our schedule of managing and executing seven races throughout the year.

Responsibilities include:

- Managing of all Customer Service Relationship components – e-mails and phone calls for all events from participants and public
- Management and overseeing of on-line race registration system – Race Roster and Running Room
- Creation and content management for all Constant Contact Newsletters – 2-3 per month
- Social Media: management of all aspects of: Facebook, Instagram and Twitter pages
- Basic Website Management – Wordpress and Weebly platforms
- Assist with the communication to volunteer groups and working with volunteer team for all events as needed
- All administrative functions for race day deliverables
- Liaising with charitable partners' staff and other event related suppliers/providers as needed for race related communications
- Management and organization of all systems for all office administrative needs
- Assist with logistic event components including: scheduling, asset management, supply management and preparation

This is an outstanding opportunity for a dedicated, self-motivated, reliable and organized individual to show their abilities in a growing, fast paced event management company.

Necessary Knowledge and Skills:

- Outstanding customer service skills
- Two or more years of experience in the event management industry
- Exceptional organization, interpersonal, oral, and written communication skills.
- Excellent problem solving and logistic planning skills.
- Detail oriented with ability to multitask and stay cool in a fast paced environment.
- Strong Proficiency and experience in Mac Office and Google app's, etc.
- WordPress and Weebly website experience
- Knowledge of on-line registration systems i.e. Race Roster, Running Room
- Good E-Mail Marketing Experience: Constant Contact, MailChimp, etc.
- Social Media experience and working knowledge of: Hootsuite, etc.

- Strong computer skills – MAC based Microsoft Office proficiency
- Excellent organizational and project management skills
- Ability to work independently and within a team environment.
- Flexibility with schedule - nights and weekends will be required at times.
- Knowledge and understanding of the running community in Toronto
- Know how to ride a bicycle

Location: Midtown Toronto – Yonge and Davisville Ave.

- Compensation: To be determined
- 35 hour week with weekend and evening work as needed during race prep times
- Start Date: October 2018

Please send your resume and cover letter no later than September 15, 2018 to:

Cory Freedman

cory@maxvo2inc.com

CEO

[MAX VO2 Management Inc.](#)