



Customer Service Manager

JOB DESCRIPTION

At Capstone Event Group (Capstone), we believe that every runner who gets to the start line has a unique story...a unique reason for being there. Our events enable unique and memorable experiences that can spur positive change in people. We exist to build and steward a portfolio of running events that are indispensable parts of their respective communities, and we are looking to hire someone to join our communication team in Raleigh, NC.

The overall objective of the Customer Service function is to facilitate an efficient exchange of essential information with our customers. The main channels of focus include our websites, social media properties, email and in person customer service at our events.

Capstone offers employees a high degree of autonomy, flexibility and responsibility in a collegial and supportive environment. Responsibilities for the position include:

- Ensuring pre-race and post-race communication for all of our brands is provided to customers on time and through the appropriate channels
- Developing and implementing strategy to reduce inbound customer service questions and empower autonomous decisions from part time staff
- Coordinating in person customer service activations at our events
- Managing colleagues from our internship program and part time staff to help achieve the goals stated above

Capstone currently owns and operates the Resort Races Collection, Charleston Marathon, City of Oaks Marathon, Myrtle Beach Marathon, Hamptons Marathon, Vancouver Sun Run, Bay to Breakers (in San Francisco), Tarheel 10 Miler, Bull City Race Fest and the Race 13.1 Half Marathon Series. We will be adding more signature events to our portfolio soon.

If you are interested in this position, please email your resume and cover letter at <https://capstoneraces.com/careers>. Thank you.

DESIRED TRAITS AND QUALIFICATIONS

- Fit with company culture – we will evaluate this closely if we have the opportunity to meet you
- Comfort and excitement working on a tight-knit team to grow a company
- Weekend travel required (7 – 10 weekends per year)
- Familiarity with updating websites, social media scheduling and commercial email platforms a bonus

BENEFITS & COMPENSATION

- Unlimited PTO and Flexible work from home opportunities
- Salary range \$45,000 - \$52,500
- Employee medical, dental and vision plans
- Additional: cell phone stipend, race entry reimbursement