

Director of Operations & Consumer Experience

Beyond Monumental

Beyond Monumental is a not-for-profit 501 (c)(3) organization whose primary purpose is to conduct events and programs whose proceeds directly result in fueling its core mission of actively supporting youth health and well-being through exceptional events and programs.

Beyond Monumental plans and executes three signature running events in the greater Indianapolis area (the CNO Financial Indianapolis Monumental Marathon, the Indy Half Marathon at Fort Ben and the Monumental Mile), as well as a youth health and wellness program (Monumental Kids Movement), and is searching for a passionate new team member to lead company operations and consumer experience.

Position Description:

The Director of Operations and Consumer Experience is responsible for all organization and race operations as well as the entire consumer experience journey. Overall responsibilities include managing operational functions and project management, including direct supervision of the Event Operations Manager and Participant Relations Manager. The director will report to the Executive Director and be the key point of contact for each Race Director.

In Operations, the Director will:

1. Serve as the primary operational liaison between Beyond Monumental and event contractors;
2. Assist the Executive Director and Race Directors with operations associated with all in-person and virtual Beyond Monumental Events, including warehouse management, race start and finish areas, the Monumental Health and Fitness Expo and other events, with special emphasis on volunteer and consumer experience;
3. Create, maintain and execute an annual operations and project management plan that covers all major organizational activities, including staff and other key meetings;
4. Work with each respective employee across the organization to design relevant project management plans;
5. Create a plan (with Race Directors) and manage logistics for all events;
6. Design and manage a sustainability, recycling and waste plan for all events;
7. Serve as the primary contact for Medical Operations for each race;
8. Build a volunteer recruiting and management strategy, including a staffing and resource plan;
9. Manage the recruitment and integration of water stop and cheer station groups as well as placement of entertainment along races course;
10. Manage all key vendor relationships with respect to registration, timing, and products.

In Consumer Experience, the Director will:

1. Manage and streamline all digital internal & consumer facing technology (registration flow, websites, customer accounts, etc.) to help ensure a best-in-class experience for all participants;
2. Design and optimize the complete Beyond Monumental consumer experience including online engagement strategy, virtual event components, expo and race day/weekend experiences;
3. Lead the Event Operations Manager and Participant Relations Manager;
4. Guide all relevant committee and project meetings as needed.

Ideal candidates should have experience in the sport of running and/or the event industry, experience working with technology based programs and applications, and have the following competencies:

- Desire to proactively contribute to a committed team, working hard to support the Indianapolis running community;
- Demonstrated ability to manage small and large groups while working toward a common goal;
- Proven ability to manage projects from initial concept to completion;
- Willingness to work nights and weekends as required by workload, deliverables or events;
- Excellent communication skills, both written and verbal;
- Demonstrated, robust experience optimizing work flow and consumer experience through technology;
- Proven ability to work under multiple deadlines with collaborative spirit and poise under pressure;
- Commitment to providing outstanding participant experience and customer service

Interested candidates should send a letter of interest and resume to careers@beyondmonumental.org.