

Participant Experience Coordinator Beyond Monumental

Beyond Monumental is a not-for-profit 501(c)(3) organization dedicated to delivering exceptional events and programs centered around the sport of running. Proceeds from these efforts directly support its mission to advance youth health and well-being in the local community.

Position Summary

The Participant Experience Coordinator supports the Marketing & Customer Experience team in delivering a best-in-class participant experience across all Beyond Monumental events and programs. This role plays an important part in shaping positive participant interactions and supporting community engagement initiatives throughout the year.

The Coordinator assists with participant communications, registration support, race-week experience execution, and customer experience initiatives, while contributing to programs that enhance participant engagement, storytelling, and community connection. Working closely with the Customer Experience Manager and cross-functional teams, this role helps identify participant trends, support experience improvements, and contribute to the overall participant journey from registration through race weekend and beyond.

This is a high-impact, entry-level role ideal for someone who is detail-oriented, people-focused, collaborative, and excited about events, community engagement, and creating memorable participant experiences.

Customer Service & Participant Support

- Serve as the primary point of contact for participant inquiries across email, phone, and other communication channels, managing high-volume requests with timely, accurate, and professional responses;
- Resolve common participant issues related to registration, event logistics, policies, and race weekend details using established guidelines; escalate complex or sensitive inquiries to the Customer Experience Manager as needed;
- Maintain and organize customer service systems and tools (e.g., inboxes, ticketing platforms, FAQs, and canned responses) to ensure efficient and consistent communication;
- Support the development and upkeep of participant-facing resources, including FAQs, help articles, templates, and outbound communications, ensuring clarity, consistency, and accuracy across all channels;
- Ensure all participant interactions reflect Beyond Monumental's brand voice: warm, helpful, and solutions-oriented.

Registration Support

- Handle all registration-related customer service processes, including deferrals, upgrades, downgrades, discounts, and ancillary purchases, ensuring timely and accurate resolution;
- Support the Customer Experience Manager in execution of the registration lifecycle across all Beyond Monumental events, including working with internal teams and external partners to ensure accurate and efficient registration operations;

- Assist with the administration of registration platforms and related systems to ensure accurate participant information and a smooth user experience;
- Support registration reporting and data tracking by maintaining accurate records and assisting with basic analysis as needed.

Program & Community Engagement

- Support the coordination and growth of Beyond Monumental's Ambassador Program through participant communication, engagement initiatives, and race-week support;
- Assist with participant communication, engagement, and coordination efforts related to Monumental Corporate Cup in collaboration with Sponsorship and Customer Experience teams;
- Support and help grow relationships with local run clubs, training groups, and community organizations through participant outreach, race-week engagement opportunities, and year-round communication;
- Collaborate with the Marketing team to identify participant-generated content opportunities and community engagement moments;
- Support initiatives focused on first-time participants by creating welcoming resources, communication touchpoints, and race-week experiences to help participants feel prepared, welcomed, and confident leading into race weekend.

Data Tracking & Insights

- Track and categorize participant inquiries to identify trends, common issues, and areas for improvement;
- Provide regular feedback and summaries to the Marketing & Customer Experience team on participant sentiment and recurring questions;
- Support post-event reporting by contributing customer service insights and data;
- Monitor and maintain the integrity of participant data across systems and platforms;
- Assist in evaluating the participant journey by testing registration flows, reviewing participant-facing communications, and identifying opportunities to improve clarity and ease of experience;
- Help maintain a "Voice of the Participant" feedback process by tracking recurring participant themes, identifying emerging concerns, and sharing insights with internal teams;
- Support improvements to customer experience systems, workflows, and automation tools to enhance efficiency and participant satisfaction.

Race Week & Event Support

- Support the planning and execution of Packet Pickup, Runner Services, and participant engagement activations during Expo and Race Weekend experiences;
- Assist with on-site participant questions and issue resolution;
- Help ensure a smooth and welcoming experience for participants across key touchpoints.
- Work cross-functionally with staff, vendors, sponsors, and volunteers to support race operations for all Beyond Monumental events.

Team Support & Coordination

- Assist the Customer Experience Manager with administrative and coordination tasks related to participant experience;
- Support seasonal or part-time customer service staff, volunteers, or interns as needed;
- Support additional projects and responsibilities as assigned by the Director of Marketing & Consumer Experience and President & CEO.

Qualifications

Ideal candidates should have 1-3+ years of professional work experience and demonstrate the following competencies:

- Strong customer service mindset with a genuine desire to help people;
- Excellent written and verbal communication skills;
- High attention to detail and ability to manage repetitive tasks with accuracy;
- Strong organizational skills and ability to manage multiple inquiries at once;
- Comfort working in fast-paced, high-volume environments;
- Positive, solutions-oriented attitude and willingness to learn;
- Experience with customer service tools, email platforms, or CRM systems (preferred);
- Interest in events, running, or the endurance sports industry (preferred).

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