

JOB DESCRIPTION

Administrative Assistant, Officiating Services

Department: Officiating Services

Reports To: Director of Officiating Services

FLSA Status: Non-Exempt

Supervisory Responsibility: None currently assigned

Position Summary

This position is responsible for helping to administer and coordinate Officiating Services for the NCHSAA from a clerical standpoint. This position serves within the officiating department in support of the recruitment, retention, training, engagement, and development of Regional Supervisors and registered contest officials across all sanctioned sports under the direction and supervision of the Director of Officiating Services.

This position coordinates officiating registration systems, maintains accurate membership and eligibility records, helps develop communications and engagement initiatives, coordinates officiating-related data and reporting, and assists with initiatives designed to strengthen the future of high school officiating in North Carolina.

The successful candidate will demonstrate strong organizational skills, exceptional communication abilities, attention to detail, technology proficiency, and the ability to build positive relationships with Regional Supervisors, contest officials, member schools, and other stakeholders.

Essential Functions

Officiating Operations & Technology

- Coordinate the registration and management platform for contest officials, ensuring efficient processes and a positive user experience.
- Provide support and ongoing guidance to Regional Supervisors regarding registration, assigning platforms, and related technology systems.
- Maintain accurate membership records, including certifications, background checks, examination results, and other eligibility documentation.
- Serve as the primary liaison with technology vendors and national officiating partners related to officiating systems and services.
- Assist Regional Supervisors and contest officials with technology-related questions and troubleshooting.
- Coordinate inventory management for officiating resources such as rule books and digital materials.

Communication & Stakeholder Engagement

- Assist in the creation and distribution of timely, professional communications to Regional Supervisors, contest officials, member schools, and other stakeholders.
- Coordinate recurring officiating communications, updates, training resources, and program announcements.
- Assist with coordinating the distribution of rule books, case books, digital resources, and other officiating materials.
- Serve as a responsive resource for Regional Supervisors and contest officials by addressing questions, concerns, and operational needs.
- Collaborate with the Marketing/Communication Department to highlight contest officials and share positive stories that enhance the perception of officiating.

Data Management, Eligibility, & Reporting

- Monitor and analyze officiating data to identify trends, opportunities, and areas for improvement.
- Coordinate contest ejection reporting process and prepare summaries for internal review and Board of Directors reporting.
- Generate accurate reports related to officials' registration, participation, retention, eligibility, and program effectiveness.
- Review registration payments and administer approved fee waivers for eligible officials.
- Assist with preparation of reports for Board of Directors meetings and other stakeholders.

Other Responsibilities

- Assist in setup and coordination of Regional Supervisor meetings.
- Provide assistance during NCHSAA events, meetings, and special programs, when appropriate.
- Perform additional duties and responsibilities as assigned by the Director of Officiating Services and/or the Commissioner.

Equipment Used

- Computer/laptop technology
- Database and registration platforms
- Video and presentation technology
- Office equipment
- Association vehicles

Working Conditions and Physical Requirements

- Primary work performed in an office environment with occasional outside/event settings.
- Some evening and weekend responsibilities required in conjunction with championship events, rules clinics, and officiating programs, subject to supervisor's advance approval.

- Ability to lift up to 30 pounds.

Education & Experience Requirements

Qualifications:

- Associate degree plus three years of relevant experience; or the educational equivalent.
- Bachelor's degree in sports administration, education, or pertinent field of study preferred

Key Competencies

- Strong written and verbal communication skills.
- Ability to establish and maintain effective relationships with diverse stakeholders.
- Exceptional attention to detail and accuracy.
- Ability to manage multiple priorities, meet deadlines, and adapt to changing needs.
- Strong organizational skills.
- Ability to analyze data and prepare meaningful reports.
- Proficiency with technology platforms, databases, and Microsoft Office/Google Workspace tools.
- Ability to handle difficult conversations and respond professionally to concerns or complaints.

Position Disclaimer

This job description is intended to provide a general overview of the position and is not an exhaustive list of all duties, responsibilities, or expectations. Management reserves the right to assign, modify, or reassign duties and responsibilities as needed to support the goals and operations of the Association.