

JOB DESCRIPTION

Officiating Services Assistant

Department: Officiating Services

Reports To: Director of Officiating Services

FLSA Status: Non-Exempt/Hourly

Supervisory Responsibility: None

Position Summary

The Officiating Services Assistant provides administrative, clerical, and operational support to the Officiating Services Department within the NCHSAA. Under the direction and supervision of the Director of Officiating Services, this position supports the administration of services and activities involving Regional Supervisors and registered contest officials across all sanctioned sports.

This position assists with officiating registration, prepares routine communications and reports, processes registration-related information and payments, and provides day-to-day administrative support to the Director of Officiating Services.

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

Essential Functions

Officiating Operations & Technology

- Assists with the registration and management platform for contest officials, ensuring a positive user experience.
- Provides administrative and technical support to Regional Supervisors regarding registration, assigning platforms, and related technology systems.
- Assists with communication and coordination with technology vendors and national officiating partners related to officiating systems and services.
- Assists Regional Supervisors and contest officials with technology-related questions and troubleshooting.
- Assists with inventory management for officiating resources such as rule books and digital materials.

Communication & Stakeholder Engagement

- Assists in the distribution of timely, professional communications to Regional Supervisors, contest officials, member schools, and other stakeholders.

- Prepares recurring officiating communications, updates, and program announcements.
- Assists with the distribution of rule books, case books, manuals, digital resources, and other officiating materials.
- Serves as an administrative resource for Regional Supervisors and contest officials by responding to routine questions and assisting with operational needs.
- Collaborates with the Marketing/Communication Department to highlight contest officials and share positive stories that enhance the perception of officiating.

Data Management, Eligibility, & Reporting

- Maintains and reviews officiating data and prepares routine reports and summaries for departmental use.
- Processes contest ejection reports and prepares summaries for internal review and Board of Directors reporting.
- Compiles and prepares routine reports related to officials' registration, participation, eligibility, and other departmental activities.
- Approves fee waivers for eligible officials.
- Assists with preparation of reports for Board of Directors meetings and other stakeholders.

Other Responsibilities

- Assists in setup and coordination of Regional Supervisor meetings.
- Assists during NCHSAA events, meetings, and special programs, when requested.
- Performs 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

- Primarily works in a professional office environment, with possible occasional work in outside or event settings.
- Some evening and weekend responsibilities may be requested in connection with championship events, rules clinics, and officiating programs, subject to advance approval and scheduling needs.
- Ability to sit, stand, walk, reach, bend, stoop, and move throughout the office and event environments as needed to perform essential job functions.
- Ability to use hands and fingers for extended periods to operate computers, keyboards, telephones, office equipment, and other technology.
- Ability to communicate effectively in person, by telephone, and through electronic communication.

- Ability to occasionally, lift, carry, move, or handle materials and equipment weighing up to 30 pounds, including rule books, case books, manuals, office supplies, boxes, and event materials.
- Ability to move between office, meetings, and event locations and work in varying environments associated with NCHSAA events.
- Physical requirements may vary depending on assigned duties and event responsibilities.
- Reasonable accommodations may be made to enable a qualified individual with a disability to perform the essential functions of the position, consistent with applicable federal and state law.

Education & Experience Requirements

Qualifications:

- High school diploma or equivalent required.
- Associate degree plus one to three years of related experience preferred; or
- An equivalent combination of education, training, and related experience preferred.
- Bachelor's degree in sports administration, education, or pertinent field of study desired

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 accurately prepare, compile, organize, and summarize information and data for routine reports. Proficiency with technology platforms, databases, and Microsoft Office/Google Workspace tools.
- Ability to respond professionally and appropriately to questions, concerns and complaints to de-escalate matters when appropriate.

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.