

SignUpGenius Coordinator Job Description

Purpose: The SignUpGenius (SUG) Coordinator creates, manages, and optimizes the club's SUG sign-ups for events, volunteer roles, and court scheduling. This role helps ensure that volunteer slots are filled, communications are sent to participants, and data is accurately maintained. The ideal candidate is highly organized, has good computer skills, and can identify and resolve issues.

Reports To: The Communications Officer.

Key Responsibilities & Duties:

- **SUG Management:** Create, edit, and publish sign-ups for all club events, volunteer opportunities, and organized pickleball play times. Use Club "SUG Procedures" document to record steps required to be successful in this position (for current and future position incumbents).
- **Group Administration:** Manage the SUG groups by adding or deleting members to the appropriate groups, which occurs when a member moves from one skill level group to another.
- **Volunteer Recruitment & Coordination:** Utilize SUG to recruit volunteers, help EC ensure slots are filled for club needs (volunteers for tournaments, workshops or coaches, selling merchandise, ball machine coordinators, mentors or event volunteering, etc.).
- **Communication & Notifications:** Set up automated confirmation and reminder emails to participants to reduce no-shows. Send custom messages to participants regarding event updates, when needed.
- **Data Administration:** Maintain accurate records by monitoring sign-up slots, and editing participant information (including cancellations or changes).
- **Assistance:** Main point of contact for members when they need assistance with using SUG. Correspond with SUG Support for resolving Club issues.
- **Reporting:** Generate reports to track participation metrics, and sign-up progress, as needed.
- **Account Optimization:** Use customized sign-up themes and branding to match the organization. Set up advanced features like custom questions (e.g., food preferences).

Skills & Qualifications:

- Good computer skills.
- Ability to develop a proficiency with SUG, specifically in using the account features and managing club data (e.g., multiple admins, custom branding).
- Excellent organizational and multitasking skills.
- Good verbal and written communication skills for engaging with the Executive Committee (EC), other volunteer positions (Round Robin Captains, CMARS Coordinator, Social Committee, Web Coordinator, Social Media Coordinator) and members.
- Detail-oriented with a focus on maintaining a professional look and data accuracy in SUG.
- Ability to work independently and troubleshoot technical issues within the platform.

Specific Tasks & "Daily Life" of a SUG Coordinator:

- **Group Administration:** Add a new member or move a member between skill level groups.
- **Adjusting Slots:** Add or change dates and manually editing information, such as changing a time slot. Edit participates when errors are made (double entry or incorrect number of

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attendees to events, etc.)

- **Creating a Sign Up:** Create new sign-up, if required.
- **Data Exporting:** Exporting a CSV/Excel report, as needed.

Training:

- Will initially be provided by the Communications Officer or other EC positions.
- SUG procedures document is available.
- Coaching will be continuously available from the EC.

Time Requirements: In September, the incumbent will spend several hours using the approved court schedule and other club events to create or modify existing sign-ups for the upcoming season.

October to March: 15-30 minutes required per day, on average.

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Revised: