



Role: Athlete Care Manager

Employment Type: Full-time

Location: Boulder, CO

Reports To: VP of Customer Experience

Compensation Range: \$60,000 to \$68,000 annually depending on experience

Job Description: Skratch Labs is an Athlete company and the Athlete Care Manager is the bridge between our products and the athletes that use them. They will amplify our work with elite athletes by offering support at a human level.

This person is our center of excellence for supporting elite pro/amateur athletes on a 1:1 basis to help them be better. Every athlete relationship we have starts with a scheduled conversation to diagnose challenges and provide potential solutions and support for reaching performance goals.

This person is the go to for Skratch product/usage questions and their expertise will be called upon to answer product questions on the fly from the Customer Experience team to reinforce our role as experts in endurance and outdoor sports. They will scale our Founder, Dr. Allen Lim's knowledge, hospitality, and athlete problem solving to more athletes and Skratch partners.

About Us: Voted one of Outside Magazine's Best Places To Work in 2020 and 2021, Skratch Labs is an outdoor company on the cutting edge of athlete nutrition, founded by two pro cycling veterans who started mixing performance drink mixes with simple ingredients for the pros in hardware store buckets over 12 years ago. Since then, we've built an amazing following of impassioned athletes and we're growing fast, but we always need help getting the word out! We believe food and drink are just better when made from scratch and we also believe that no matter where we find ourselves in life, it's never too late to start from scratch. We use our heads and our hearts in everything we do. Our goal is to help athletes perform better. Our brand and our team stand for being real, being supportive, and being fun. If you're inspired by athletes and our story, and you think you'd thrive in a start-up environment full of dogs, bicycle posters, shenanigans, hard work, and the occasional lunchtime knock-out (basketball) game, this could be the place for you.

About You: I am an athlete and am passionate about working with and talking to other athletes to help them solve their sports nutrition challenges to get better. I'm comfortable in support roles that involve people, service, and tasks. I am great at coordinating events and people and relaying information to people. I can connect the science of sports nutrition and exercise physiology to real life examples and make those concepts make sense through my communication. I play as hard as I work and love the way of life in Colorado's Front Range where the surrounding trails, rivers, and mountains are my playgrounds. I want nothing more than to join an emerging brand with an amazing small company culture in the shadows of the Flatirons and be a part of a team that will serve the rest of the company in hitting their goals.

Role Responsibilities:

Athlete Care:

- Fielding athlete care requests via email and phone
- Addressing product and usage questions that the Customer Experience team cannot answer (ie - stuff we used to send to Dr. Allen Lim)
- Schedule virtual appointments with athletes and customers to solve their sports nutrition bottlenecks.
- Management of our sponsored athletes, overseeing their support, influence, and budgets.

- Ability to have a presence at major Field Marketing Events and Training Camps to provide neutral athlete support.
- Thought leadership, and scientific review for education content
- Sodium sweat testing service
- Group speaking engagements, webinars, IG Live: Product onboarding and education for employees, partners, and athletes
- Audit existing educational and science content , to make improvements and ensure congruence with up-to-date research.
- Identify common problems that athletes face for our innovation efforts.

Customer Experience Backup

- Backup as needed for customer support via email, phone, social media, live chat, and in person interactions
- Resolve customer issues by identifying problems and coordinating appropriate corrective action

Role Requirements:

1. Knowledge:

- Trained and experienced nutrition professional who has met either educational and experiential standards.
- Extensive knowledge of sports nutrition, exercise physiology, endurance sports, and coaching
- Experience with different sweat testing methods and interpretation of those results
- Supporting pro and elite athletes to help them reach their goals
- General awareness of Social Media and general Marketing best practices

2. Skills and Abilities:

- Understand and have the ability to translate exercise physiology and nutrition science
- Understand endurance performance best practices
- The ability to motivate and guide others to reach their goals
- Sense of urgency to respond effectively to inquiries
- Write effectively in the tone of the brand
- Budget management skills
- Highly organized and detail oriented
- Excellent interpersonal skills in communicating with customers, peers and management

3. Education:

- College degree required
- Registered Dietician Required, with focus or experience in sports nutrition a plus
- College degree with Exercise Physiology or Dietician focus a plus

4. Experience:

- 3+ years of nutrition and training plan development/coaching
- Passion for and understanding of endurance and outdoor sports
- Proven track record in 1:1 endurance athlete coaching

Application Instructions: If this describes and inspires you, please complete a [10-minute survey](#) and send your resume and a short description about why you'd be a great fit to jobs@skratchlabs.com. Please put "Athlete Care Manager" in the subject line.