

DCO RELATIONS LEAD



REPORTS TO:

DCO Manager

DIRECT SUPERVISOR OF:

N/A

JOB SUMMARY:

Responsible for developing and maintaining STAR's communication initiatives to Doping Control Officers (DCOs), as well as the quality management of our Doping Control Officers through a variety of existing methods and assist in the development of new practices.

RESPONSIBILITIES:

- DCO Communications
 - Create content for existing methods of e-mail, video, USADAs database and Web site communications
 - Identify and distribute communications to DCOs through the appropriate channel
 - Assist in the distribution of communications to other departments within USADA on STAR initiatives
 - Research and develop new methods to communicate with DCOs
 - Assist in development and management of DCO online discussion boards and chat rooms
 - Develop and communicate DCO Best Practices into the field and to USADA staff
 - Provide contributions to the development of content for DCO Manual, publications and resources
 - Ensure the consistency of documentation across all materials and delivery platforms including print and Web site
 - Maintain and manage current content on the DCO Web site through online content management system
 - Assist in answering the on-call DCO after hours phone
- DCO Quality Management System
 - Assist DCO Manager in ensuring DCOs are meeting proficiency expectations
 - Track and distribute feedback to DCOs on a regular basis and enhance DCO feedback system
 - Track Athlete and Site Coordinator/NGB feedback
 - Coordinate and assist with field observations/additional training opportunities for DCOs
 - Assist DCO Manager in the development and maintenance of DCO regional teams
 - Assist DCO Manager in the development and maintenance of the DCO evaluation process

General

- Maintain confidentiality at all times
- Projects and other duties as assigned

REQUIRED QUALIFICATIONS:

- BS / BA degree
- Work experience in communications
- Excellent oral and written communication skills
- Ability to work with various levels of management
- Ability to interact with internal and external customers
- Ability to multitask and to work accurately under pressure
- Excellent organizational skills and attention to detail
- Ability to work in a diverse environment
- Able to perform in a team environment

- Able to meet deadlines
- Ability to work flexible hours as needed
- Proficiency in MS Programs (Word, Excel, Outlook)

DESIRED QUALIFICATIONS:

- Work experience in athletics and sport
- Experience with Content Management Systems

Core Competencies

Project/Program Management –

Responsible for the planning, coordination and implementation of tasks, projects, programs, presentations, conferences and seminars as related to the program

- Facilitate and deliver tasks related to the program ensuring all details are accounted for
- Ability to execute a project plan to delivery and maintain program functions as necessary
- Adhere to policies and procedures set forth by the organization
- Represent the organization with professionalism and integrity
- Maintain confidentiality at all times

Leadership / Effective Management –

Provides direction, takes charge, initiates action and motivates others to work towards a common goal and results

- Provide direction and leadership to program area
- Identify areas requiring action or critical consideration by the team or division
- Create enthusiasm and motivates others within the team
- Provide direction to team in planning, decision-making, facilitating and process improvement (if applicable)
- Critically evaluate performance of team members and/or service providers as required
- Make self available to team members and/or service providers (as applicable)
- Develop team members' skills and encourages growth (if applicable)
- Responsible for building a positive team environment

Planning & Process Efficiencies –

Structures activities to maximize productivity and efficiencies

- Critically evaluate program area to ensure maximum efficiencies and program delivery
- Ability to organize and plan
- Allocate time efficiently and establish appropriate timetables
- Obtain and allocate appropriate resources in order to get things done and assign/delegate responsibilities
- Continuously seek to improve process and efficiencies (i.e., continuous improvement)

Communication Skills –

Articulates thoughts, ideas and objectives clearly and concisely so that others understand

- Communicates effectively, both verbally and in writing
- Communicates effectively while conducting presentations
- Provide effective and accurate documentation
- Demonstrate written abilities in newsletters, manuals, correspondences, policies and procedures, seminars, conferences, events, training, reports and various other writings as assigned or necessary
- Give clear and honest feedback

Other Core Competencies –

General Core Competencies as assigned

- Maintain and manage database updates

- Contribute to the Mission and Vision of the Agency
- Projects and other duties as assigned

Date	Description of Revision
December 1-2009	Original Issue of Job Description

Developed by: John Frothingham	Approved by: Travis Tygart
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