

American Outlaws
Chapter Management Support Representative
Job Description



The Chapter Management Support Representative is the initial point of contact for current and potential chapter leaders seeking assistance or information regarding chapter management, facilitation, and growth. This role is crucial for ensuring chapter leaders and members have the resources and support necessary to ensure a positive experience is created for chapter members. The Chapter Management Support Representative will handle inquiries, resolve issues, and provide guidance to ensure a positive member experience through effective communication, problem-solving, and a member-centric approach. This role will be an essential piece of the puzzle as AO continues to build our chapters leading into the 2026 World Cup here in the US.

Responsibilities include:

- Serve as the first point of contact for chapter leaders via phone, email, chat, or in person.
- Respond promptly to chapter leader and member inquiries with professionalism and empathy.
- Provide accurate information about membership, benefits, services, and ticketing.
- Address chapter leader & member concerns, complaints, and escalations in a timely and courteous manner.
- Diagnose and troubleshoot chapter leader problems, providing effective solutions or workarounds and escalate problems to the larger AO National team as necessary.
- Document chapter leader and member interactions and the steps taken to resolve issues either in the online support system, email, or additional systems as required.
- Collaborate with other teams, such as technical support, communications, operations officer, or related party to resolve complex issues.
- Stay updated on chapter leader and membership benefits, updates, and changes to effectively assist chapter leaders.
- Educate chapter leaders and members on membership value, features, and best practices.
- Assist chapter leaders with the new chapter or revived chapter onboarding processes and product setup.
- Assist with chapter leadership onboarding, elections, and membership recruitment and retention
- Provide training and guidance to members and chapter leaders on how to use products effectively and leverage community building resources
- Create and maintain chapter leader and chapter guides, FAQs, and knowledge base articles for self-service support.
- Gather feedback from chapter leaders on their experiences and needs and relay to the appropriate teams for chapter improvements or enhancements.
- Continuously look for opportunities to improve chapter leader support processes and efficiency.

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- Maintain a high level of professionalism and adherence to the AO Code of Conduct and all applicable policies.

Qualifications/Expectations/Availability:

- High school diploma or equivalent (Bachelor's degree preferred).
- Previous experience in member service or support roles preferred but not required
- Excellent communication skills, both verbal and written.
- Empathetic and patient demeanor when dealing with chapter leader inquiries and insight.
- Strong problem-solving and decision-making abilities.
- Attention to detail and accuracy in data entry and documentation.
- Willingness to learn and adapt to new technologies and processes.
- 10-15 hours per week
- Evening hours required on occasion

The member Support Representative plays a vital role in ensuring chapter leader and member satisfaction by providing timely and effective assistance. This position requires strong communication skills, product knowledge, and a member-focused mindset. The ability to troubleshoot issues, educate chapter leaders, and handle various member interactions with professionalism are essential for success in this role. By delivering exceptional member support, the Chapter Management Support Representative contributes to the overall success and reputation of the organization.

Interested individuals should apply using the following link:

<https://form.jotform.com/241016438397156>