

Program Coordinator – Online Pickleball Training Program

10-15 hrs/week

Fully Remote – Monday through Sunday

The Program Coordinator is responsible for the day-to-day coordination, execution, and continuous improvement of a 12-week comprehensive online pickleball training program (Brighter Pickleball Bootcamp). This role ensures a high-quality experience for participants by managing schedules, supporting coaches, coordinating digital content, and serving as a key point of contact for learners. The ideal candidate is highly organized, tech-savvy, and passionate about sports education—pickleball experience and/or knowledge is a must.

Essential Functions and Responsibilities

Program Coordination & Operations

- Coordinate the planning, scheduling, and execution of online pickleball training programs, including live sessions, recorded content, and special events.
- Maintain program calendars, timelines, and deadlines to ensure smooth delivery of all training content.
- Ensure program materials, resources, and content are organized, current, and accessible through the learning platform, Skool.

Coach Support

- Serve as the primary liaison between coaches and program participants.
- Assist coaches with scheduling, technology setup, and program logistics.
- Assist in coordinating onboarding and ongoing communication for coaches, including distribution of guidelines and updates.

Participant Support & Communication

- Act as a primary point of contact for participants, responding to inquiries via email, platform messaging, or other communication channels.
- Provide timely support related to registration, access to online platforms, schedules, and program expectations.
- Facilitate a positive and engaging participant experience by proactively addressing issues and gathering feedback.

Digital Platform & Content Management

- Support the use of the Skool platform, video conferencing tools such as Zoom, and video recording tools such as Loom.
- Upload, organize, and manage training videos, instructional materials, and supporting documents.
- Assist with basic troubleshooting of common technical issues for participants and coaches.

Administrative & Compliance Duties

- Maintain accurate records related to participants, coaches, schedules, and program materials as needed.
- Ensure program operations comply with organizational policies and applicable regulations.
- Support budgeting, invoicing, or payment tracking as needed.

Required Qualifications

- Strong knowledge of not only the sport of pickleball, but the landscape of professional pickleball
- 1–3 years of experience in program coordination, education, training, administrative support, or online program support.
- Strong organizational and time-management skills with attention to detail.
- Excellent written and verbal communication skills.
- Comfort working with online learning platforms, video conferencing tools, and digital collaboration software – specifically Skool, Zoom, and Loom to name a few.
- Experience with the Google Suite – Drive, Forms, Sheets, etc.

Preferred Qualifications

- Experience supporting online or virtual training programs.
- Customer service or participant support experience.
- Ability to work independently in a remote environment and communicate with those across multiple time zones.

Physical and Technical Requirements

- Ability to work at a computer for extended periods.
- Ability to attend virtual sessions during evenings or weekends as required by program schedules.