



FIRST TEE – HAWAII PROGRAM MANAGER ALA WAI GOLF AND LEARNING CENTER

Full Time Salaried Exempt

Compensation \$65,000-\$70,000 annual salary range with benefits plus potential lesson income

Position Concept: The First Tee – Hawaii Program Manager at the Ala Wai Golf and Learning Center is responsible for scheduling, coaching and overseeing the First Tee – Hawaii for all sites within the state. The position also is the lead and contact for First Tee curriculum while working with the national headquarters for First Tee. The position is also assisting with managing the driving range and pro shop.

The position will also oversee youth instructional programs that meet customer demands and needs. Working with the executive director, First Tee and HSJGA staff, this position will manage and maintain a youth golf range/teaching area, assure consistently high quality service levels and maximize programs, customer service and program directives. This job requires the individual to be self starting and able to figure out how to proceed to meet goals, objectives and with a minimum of oversight.

Position Reports to: Executive Director and Operations Manager

The Position Manages:

First Tee Coaches and Volunteers
Youth program instruction
Golf Range Staff
Operations Staff

Prioritized Keys to Successful Performance (KPI's though not limited to)

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| #1 Customer Service and Safety of Operation | #3 Profitability of Operation |
| #2 First Tee/HSJGA Programming and Events | #4 First Tee of Hawaii/HSJGA growth and retention |

Specific Responsibilities - include but are not limited to:

Golf Coaching and Instruction

- Initiate, teach, manage, prioritize safety and oversee the First Tee - Hawaii coaches, programs and curriculum which is the largest portion of this job for the entire state while overseeing and working mostly autonomously
- Responsible for hiring, training and exiting of First Tee – Hawaii program coaches, volunteers and staff
- Attain a First Tee coaching level to be able to train golf professionals and First Tee coaches on golf instruction, teaching philosophies and the management of programs to include clinics, juniors, group, private lessons, player development and special population lessons.
- Lead, teach, promote and increase attendance for First Tee Programs at Ala Wai and other facilities in the state
- Coordinate the First Tee – Hawaii programming schedules at the facility with the operations staff and any other contracted services to meet a high level of standards
- Utilize state-of-the-art teaching and learning theories and be able to integrate the use of teaching aids, videotape, launch monitors, etc. when appropriate in all programs.
- Setup and manage a First Tee- Hawaii budget for the state and closely monitor income and expense statements on a weekly basis. Explain variances and prepare corrective action plans. The First Tee – Hawaii program needs to break even with regards to finances on an annual basis after payment of coaches, labor costs from this position and others and fundraising and grants being applied.
- Manage and handle information requests regarding to all First Tee – Hawaii inquiries with the coordinator and staff

- Supervise upkeep of the golf range before, during and after First Tee – Hawaii programs to ensure that safe, clean, organized and professional conditions exist at all times.
- Maintain teaching aids and equipment inventory in excellent condition and forecast and procure resources as needed such as equipment, tents, signage, etc....with keeping within the budget if the First Tee - Hawaii
- Prepare and present on instructional metrics, participation and growth of First Tee programs
- Attend all meetings scheduled by the management team; i.e., executive director, management team and board members
- Represent the facility, First Tee/HSJGA and the management team in community service to create a positive relationship with media (TV-radio-newspapers) and local business through promotional activities and programs.

Practice Facility and Golf Center Management

- Provide operational coverage as needed working with the range management staff while efficiently operating and managing the First Tee - Hawaii
- Oversee customer service and experience at the practice facility with the range manager
- Coverage for Ala Wai practice facility with the range manager and assistant managers as needed – shifts per week are expected
- Any other areas might be assigned per discretion of the executive director and/or operations manager. Items such as though not limited to could be fundraising, HSJGA events and tournaments, overseeing evening events, etc.....

Creative Ability

- Assist in marketing and promotion for instruction programming
- Create player development programs to foster both a recreational, fun environment plus a competitive environment (as appropriate for each market segment).

Relationships

- Maintain regular, open contact with the management team, supervisors and staff instructors to ensure teamwork and consistency in teaching programs.
- Possess a personality trait that will make people feel welcome, reflecting favorably on the facility

Education

- Maintain professional expertise through related courses and learning opportunities in golf training, player development, management, and accounting
- Encourage staff instructors to engage in learning opportunities to maintain professional expertise and provide resources to meet those objectives.

Knowledge, Skills and Traits

- PGA Member or LPGA member in good standing preferred. Maintain membership in good standing and mentor apprentices through the apprenticeship programs
- Fundamental knowledge of the game of golf, rules of golf, golf instruction and teaching methodology
- Fundamental supervisory practices and principles
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Strong organizational, planning and prioritization skills
- Self-motivated with desire to promote and market
- Service and customer focused attitude
- Experienced in written and oral business communications
- Remain up to date on customer relations management and player development initiatives
- Experienced computer user including; Google Workspace, Microsoft Word and Excel. Proficient in other applications, i.e. Salesforce, Email, Internet, tournament and databases
- Maintain and promote a positive professional image within the community
- Maintain and remain current on teaching innovations and marketing and business trends

Physical Demands and Compensation

- Position requires long or extended periods of standing, sitting, moving, crouching and able to lift up to 50 lbs for moving equipment
- CPR/AED and First Aid trained and current
- Salaried Full Time Exempt. Position anticipated to require a minimum of 16-24+ hours operations which could be any day of the week and any hours and remaining time teaching, coaching, administrating and facilitating while being on site a total of 40+ hours per week
- Compensation \$65,000-\$70,000 annual base salary plus possible lesson income if a PGA or LPGA member. Medical, vision and dental plans offered. PGA or LPGA dues paid if in good standing. Teaching golf lessons will be permitted with approval from the executive director with being outside of normal job duties and working hours. Lesson incentives of 70% of the gross instruction revenue that the First Tee – Hawaii program manager conducts less any expenses that the facility may incur
- Annual PGA membership dues paid for if in good standing. The First Tee and HSJGA programs are not included in lesson income and are part of the job. Medical, vision and dental plans offered

All job description items and/or duties are all subject to change dependent upon conditions and at the discretion of management