



Program & Volunteer Manager

First Tee – Sandhills is a youth development organization that strives to positively impact the lives of young people by providing educational programs that build character and instill life-enhancing values through the game of golf at in-school and after-school programs.

Position Summary

The Program & Volunteer Manager will be responsible for supporting First Tee – Sandhills in the areas related to the planning, preparation and execution of youth programs, while keeping a keen eye on the First Tee brand, quality of execution, and opportunities for youth retention and progression.

Inspired by a genuine passion for empowering and helping youth succeed in life, the Program & Volunteer Manager will work diligently to promote and expand the efforts of the organization.

In addition, they will be responsible for supporting and executing First Tee programs at golf course facilities, schools, and/or other youth-serving organizations within the Chapter's service area (Cumberland, Harnett, Hoke, Moore & Lee Counties). The main purpose of these programs is to introduce First Tee and the game of golf to young people in a way that will inspire interest and lead to continued participation.

Position will report to the Executive Director and will work closely with all who are involved with the delivery of programs, including but not limited to, full time and part time employees, coaches, volunteers, and interns.

Requirements

- A Bachelor's degree from an accredited college
- Minimum of three (3) years of experience managing teams of people, projects and/or volunteers
- Minimum of two (2) years of experience working with kids and teens, athletics, or a related field
- Proficient computer skills in Microsoft Office and Google Drive; database experience a plus
- Able to work evenings and weekends as needed for execution of roles and responsibilities
- Reliable personal transportation as schedules could require commutes of up to 60 miles one-way
- Lift up to 25lbs and work in variable outdoor weather conditions for up to four hours at a time

Duties & Responsibilities by Area of Focus

LSE Programs

- In conjunction with Executive Director, design chapter's program schedule ensuring proper scope and sequence of LSE curriculum
- Develop seasonal lesson plans for all after school programs and summer camps
- Develop opportunities to enhance parent engagement in chapter activities (orientations, parent/child events, family gatherings, etc)
- Manage the national participant opportunity process including event promotion and application process
- Maintain the participant database in Salesforce for LSE children and families
- Prepares and maintains seasonal registration(s) portals in Salesforce
- Oversee execution of Participant Equipment Loan Program (PELP)

Volunteers

- Responsible for all chapter volunteer recruitment efforts
- Responsible for the new volunteer onboarding process including application, background check, child protection course, uniform distribution and internal tracking
- Manages assistant coaches, volunteers and mentors volunteer scheduling at all program locations

- Distributes lesson plans to coaches and volunteers on a timely schedule
- Responsible for creating a local coach training program that ensures both new and returning coaches are prepared to work with participants and have ample continuous learning opportunities
- Ensures all home office trained coaches submit their post training requirements on time, remain active in the Coach Training Program and earn the required continuing education units (CEUs) when appropriate
- Develops and implements a strong volunteer retention and recognition program including incentives, awards and special events, etc.
- Responsible for development, deployment and tracking of seasonal surveys to assistant coaches and volunteers; Summarizes survey data on a seasonal basis to develop and/or enhance volunteer experience based on feedback received

School & Community Programs + Youth Serving Agencies

- Builds and manages relationships with schools and youth serving agencies (YMCA, B&GC, etc.)
- Coordinates School & Community Programs training and curriculum access
- Implement First Tee School Program and Community Program at local elementary schools and other youth serving organizations
- Create opportunities to engage and build quality relationships with PE teachers, youth leaders, and other community members
- Provides resources and support to empower and inspire leaders of School and Community Programs to deliver curriculums on a regular basis
- Manages requests from schools and youth serving agencies needing replacement equipment
- Design, create and distribute chapter marketing materials to ensure transition and participation in afterschool LSE classes
- Maintains the participant database in Salesforce for Partner Programs
- Develops effective systems to maximize the # of participants who transition into afterschool LSE classes

Coaching

- Complete and remain active in First Tee Coach Program.
- During fall and spring programs, expected to coach at least one green grass and one outreach class per week
- In the summer, Program Team will be actively involved in outdoor camp operations
- Deliver a high-quality experience through teaching youth basic golf skills and First Tee's Program curriculum
- Provide a fun and safe environment for participants
- Develop a schedule to observe and show support to all green grass program locations and coaching teams during fall and spring season

Preferred Qualifications

- College Degree in PGM, sports administration, business management, education, recreation, or a related field
- Active in First Tee Coach or Program Director training track
- Proven ability to increase participation across multiple consumer profiles (gender, age, diversity)
- Exceptional written and verbal communication, interpersonal relations, and organizational skills
- Knowledge of the game of golf, rules, and etiquette
- Prior youth development experience
- Ability to travel to meet with partner organizations, schools, trainings, chapter, and Network events as required
- Experience in identifying and managing program staff and volunteers
- Strong time management skills and personal accountability to complete tasks in timely manner

Salary Range and Job Type

- Hourly pay, commensurate with experience
- Staff clothing
- Business travel mileage reimbursement
- Cell phone stipend
- Health Insurance stipend
- Continued education & training

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel. The incumbent must have the abilities or aptitudes to perform each essential function with or without reasonable accommodation. FTS is a dynamic work environment where positions evolve and change. Therefore, FTS reserves the right to modify, delete, or add job duties, responsibilities, and skills that are stated in this job description at any time.