



First Tee North Coast

Position

Program Director / Operations Manager First Tee – North Coast

Organization

First Tee – North Coast will create experiences that build character to empower kids through a lifetime of new challenges and continuous personal growth. By seamlessly integrating the game of golf with a life skills curriculum, First Tee – North Coast creates active learning experiences that build inner strength, self-confidence and resilience that kids can carry to everything they do. These character education programs are offered at golf courses, schools and youth centers throughout Sonoma, Napa, Marin and Mendocino Counties

Position Summary

The Program Director (PD) / Operations Manager (OM), reporting to the Executive Director (ED), will provide oversight and direction to fulfill the organization's mission in Sonoma, Napa, Marin and Mendocino Counties. Inspired by a genuine passion for empowering and helping youth succeed in life, she/he will work diligently to promote and expand the efforts of the organization.

Reporting to and collaborating with the ED, the PD/OM will oversee program design, implementation, evaluation of programs and curriculum, and support the overall strategic and operational plan for First Tee North Coast. PD/OM will be responsible for ensuring that the operational objectives of the program are achieved through the implementation of effective strategies, practices and programs focused on improving the participant and stakeholder experience. The incumbent provides leadership in delivering operational and program objectives in a cost-effective manner on a consistent basis in line with First Tee values. Hours will be split between programming and administrative work. The PD/OM also handles a wide range of administrative and executive support related tasks.

In accordance with the standards set by the ED, the PD/OM will coordinate the program coaches, volunteers, partnerships, events, data reporting, policies, procedures, and safety protocols. The PD/OM will represent the chapter to their community. He /She will embody the First Tee's strong commitment to its youth and will promote the organization throughout the community.



Key Criteria for success of the role include:

- Ensuring program effectiveness through evaluation of quantitative and qualitative program analytics
- Expand and scale First Tee – North Coast’s programming in additional high-priority, at risk neighborhoods
- Understand the importance of youth safety and fulfill safety protocols;
- Desire for continuous professional and personal development
- Enjoy coaching kids, volunteers and adults in a fun, safe environment

Responsibilities

- Oversee all First Tee on-course and community programs. Top priority will be promoting diversity, retention and advancement at program locations and maximizing the number of First Tee – North Coast participants;
- Ensure top quality program delivery, leading instruction of First Tee classes and on-course playing opportunities, organize and manage volunteer recruitment, training and management. Possess or gain certification in First Tee life skills curriculum training;
- Manage all Salesforce database records. This includes but is not limited to: tracking certifying and community partnership participant numbers and demographic information, providing reports for ED/Board;
- Communicate with parents/participants via website, email, social media and phone calls;
- Work cohesively with ED to schedule programs and post online when registration is open;
- Effectively schedule coaches/volunteers to teach/lead classes that are appropriate for their skill set and teach/lead classes as needed;
- Collect and submit weekly pictures, videos and descriptions of programs for posting on the chapter’s social media accounts;
- Uphold all Child Protection Policies, background checks, and training as set forth by First Tee HQ
- Develop constructive, cooperative, and effective working relationships with staff, volunteers, and individuals outside the organization, represent the organization to customers and the general public
- Learn the Life Skills Experience curriculum to build a comprehensive understanding and participate in First Tee Coach training opportunities
- Assist Program Director to ensure sufficient adult mentors and quality programming, including recruitment, training, recognition, and retention plans of volunteers
- Participate regularly in coach meetings, trainings, and special events provided by the chapter



- Assist in developing and adhering to the program & operating budget
- Deliver a high-quality experience that ensures a positive and productive learning environment
- Develop mutually beneficial partnerships with YMCA, Boys & Girls Clubs and schools
- Satisfy equipment needs for the program while maintaining the quality of equipment and all instructional areas
- Assist in the development/selection of training aids and materials
- Assist the Executive Director to plan, develop, and execute operational activities including tournaments, fundraisers, etc.
- Recruit and communicate with volunteers on upcoming events
- Assist in the development of marketing and promotional materials
- Assist with grant writing under the direction of the Executive Director
- Track and communicate with chapter donors
- Contribute to the development and implementation of new ideas to meet goals
- Complete other duties and projects as assigned

Qualifications

- Bachelor's degree in the area of sports administration, business management, education, recreation or related field;
- Experience managing a team of coaches/volunteers; preferably in a youth development setting;
- Demonstrate exceptional communication, fiscal management and managerial skills;
- Experience in identifying and managing program staff and volunteers;
- Charismatic, personable and motivational in working with youth and volunteers;
- Passionate youth development ambassador with experience promoting access to and involvement in programs by youth participants, their families, volunteers, donors, donor prospects and allied partners;
- General knowledge of sports and enthusiasm for golf and prior direct experience with youth development programming preferred;
- Excellent, transparent, and inclusive communicator who follows through and follows up; ability to share thoughts and observations; and who consistently treats others equitably and with respect;
- Well-organized and energetic, lead-by-example doer, committed to personal excellence;
- Knowledgeable professional but also an avid and enthusiastic learner willing to ask questions and pursue professional development for self as well as staff and volunteers, fostering an active culture of philanthropic service and teamwork;



To Apply

Please submit a cover letter detailing your experience related to the Responsibilities & Qualifications, along with your resume to val.verhunce@firstteenorthcoast.org

Questions may be directed to val.verhunce@firstteenorthcoast.org

Closing date for this position is October 1st, 2023. First Tee North Coast has the right to accelerate or extend the closing date of this position at any time.

Salary Range and Job Type

Compensation will be \$64,000 - \$72,000 commensurate with experience. The position can be set up as an Independent Contractor with an agreed monthly wage or hourly wage.

Equal Employment Opportunity Statement:

First Tee North Coast Chapter is an equal opportunity employer, valuing diversity and inclusion. Our policy is to comply with all federal and/or state laws regarding equal employment opportunity as they relate to employees and applicants for employment. Accordingly, personnel decisions are made without regard to race, creed, color, religion, national origin, age, sex, disability, marital status, sexual preference or veteran status.