

Program Coordinator

Job Description

Position Title:	Program Coordinator
Division/Department:	Youth Programs
Reports to:	Vice President, Impact
FLSA Classification & Position Type:	Nonexempt / Part-Time Hourly (\$17 - \$20 / hour)
Location:	Hybrid role with flexibility to work from the Administrative Office, First Tee – Greater Richmond Golf Facilities, and occasionally from home.

JOB SUMMARY

First Tee – Greater Richmond (FTGR) is a youth development organization that uses the game of golf and its inherent values to shape the lives of young people from all walks of life. We are strengthening the character of the community by providing programs that build resilience in our youth, teach critical life skills, and provide caring adult supervision in a safe environment.

The primary responsibilities of the Program Coordinator are to support and assist the programming team with planning, scheduling, and communication to support the delivery of year-round programming in the Greater Richmond area. This includes supporting First Tee School Programs and Community Programs. The Program Coordinator is also responsible for maintaining the chapter Salesforce database for participants, volunteers, and coaches and assists with tracking the youth programming goals of the organization’s strategic plan. This role may be involved in other FTGR projects, as needed.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Administrative/Data Management

- Lead by articulating the vision and mission of First Tee – Greater Richmond to coaches, volunteers, parents/guardians, and partners.

- Provide administrative support to accomplish strategic and tactical goals through effective communications and proactive planning efforts.
- Maintain the chapter Salesforce Database and provide monthly reports for key performance indicators (KPI), evaluation, and fundraising opportunities.
- Manage all program offerings in Salesforce for parent/guardian registration.
- Coordinate and schedule youth programming volunteers, part-time coaches, and lead coaches to support First Tee Programs, School Programs, and Community Programs.
- Monitor implementation of program policies and practices to include incident reporting, SafeSport reporting, and safety protocols.
- Assist with manual data entry after First Tee School Program and First Tee Community Program initiatives as needed.

Communications/Marketing

- Manage parent communication by responding to emails, phone calls, and other inquiries.
- Provide weekly emails to coaches and volunteers featuring lesson plans for the week, upcoming volunteer, or coach needs, and celebrating team successes.
- Provide bi-weekly programming updates to the Marketing and Communications team for website updates, e-newsletters, press releases, etc.
- Assist with identifying priorities and recommendations for social media content in coordination with the Marketing and Communications team.

Programming/Youth Serving

- Schedule and organize youth programs, meetings, trainings, and events using Google Calendar.
- Communicate and ensure select youth are aware of national opportunities provided by First Tee Headquarters and assist with the application process.
- Oversee the collection and organization of coach observations from Player Development Professionals.
- Maintain appropriate student to coach/mentor ratios (6:1)
- Encourage use of the First Tee App, Coaches App, First Tee Intranet, and other helpful resources.

Financial

- Verify part-time coach timecards for accurate payroll submission.
- Responsible for issuing parent or guardian refunds through Stripe in line with FTGR's refund policy.

JOB REQUIREMENTS AND QUALIFICATIONS (education and experience)

- Bachelor's degree preferred in non-profit management, business administration, sports management, education or another related field or equivalent certification or related work experience.
- Valid Driver's License
- Effective and proactive team communication, facilitation, problem solving, and decision making.
- Experience in identifying and working with program staff and volunteers.
- Charismatic, personable, motivational in working with youth, coaches, and volunteers.
- Able to attend local coach trainings and regional First Tee meetings as needed.

- Skilled with Salesforce, Google Suite, Microsoft Word, Excel, and PowerPoint, as well as experience with standard office equipment.

OTHER INFORMATION AND EXPECTATIONS

- Maintains adherence to the organization's policy on confidentiality in all matters regarding personnel, financial, volunteer, and other business information about the organization.
- Seeks and participates in continuing education or professional development related to the position, the organization, or both.

WORK ENVIRONMENT, TRAVEL AND EXPECTED WORK HOURS

This position is performed in a traditional office environment with some hybrid flexibility and will require the individual to travel to First Tee – Greater Richmond golf facilities on occasion including:

- The Elson Redmond Memorial Driving in Richmond, VA
- The Tattersall Youth Development Center at First Tee Chesterfield Golf Course in North Chesterfield, VA.
- Belmont in Henrico, VA

The Program Coordinator role will require 20 – 25 hours per week in a supporting role for the youth programming team which operates Monday through Friday, 8:30am – 5:00pm. Some evening and weekend work will be required on occasion to support youth programming, special events, and tournaments.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is required to stand; walk; sit; use hands to handle, or feel objects, tools or controls; use fingers and hands to control computer mouse, type or write; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision, color vision, and the ability to adjust focus.

APPLICATION PROCESS

Email a cover letter, resume, and three references (name, contact information, relation to applicant) to Kelly Brown, Vice President of Impact at kelly@firstteerva.org

All candidates are subject to a background check and completion of SafeSport training.

EEO STATEMENT

First Tee - Greater Richmond provides equal employment opportunities (EEO) to all employees and applicants and does not make employment decisions because of or on the basis of race or traits historically associated with race, including hair texture, hair type, and protective hairstyles such as braids, locks, and twists, color, religion, sex, sexual orientation, gender identity, pregnancy, childbirth, or related medical conditions, including lactation, age (40 years of age or older), national origin, disability, marital status, veteran status, or any other basis prohibited by federal, state, or local law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. First Tee – Greater Richmond reserves the right to modify the scope of this position. Factors that may affect this position include, but are not limited to, those related to business needs, organizational structure, industry trends, and individual skills and performance.