



Operations Coordinator, First Tee – Massachusetts

REPORTS TO: Taylor Januario, Assistant Director, First Tee – Massachusetts

STATUS: Regular/non-exempt, full-time employee

START DATE: February, 2024

APPLICATION DEADLINE: 5 pm ET on Dec. 22, 2023

POSITION LOCATION: The Links at Mass Golf, 300 West Main Street, Norton, MA. Hybrid/remote work opportunities available throughout the year.

ABOUT THE ROLE:

First Tee – Massachusetts is seeking to fill the position of Operations Coordinator with an energetic and enthusiastic individual who fully embraces First Tee's mission of teaching kids and teens crucial life skills and character values through golf. We Build Game Changers!

The Operations Coordinator will serve a key support role centered around administration, communication, and customer service. This person must possess strong organizational and communication skills, be technologically savvy, and demonstrate a high level of personal integrity.

DUTIES & RESPONSIBILITIES:

- Administration
 - Manage schedules, registration, participant data, and facility data for all First Tee classes using the Salesforce CRM and parent registration portal
 - Primary point of contact for parents and coaches seeking assistance with registration issues and account help, or general questions and information about the First Tee Program, First Tee Participant App, or First Tee Coach App
 - Support onboarding of new coaches and volunteers
 - Contribute to planning and operating annual golf tournament fundraiser
 - Assist with monitoring coach & volunteer compliance with SafeSport requirements
 - Contribute to reporting of metrics and benchmarks to First Tee Committee, First Tee HQ, and Mass Golf Board of Directors
- Communication
 - Coordinate with Lead Coaches and facility representatives from locations around the state to establish seasonal program schedules
 - Update and maintain the chapter website using basic web management tools (WordPress)



- Publicize registration open dates and support participant recruitment
- Maintain the chapter's social media accounts (primarily Facebook and Instagram), keeping them updated with timely and relevant content
- Collect data from First Tee Community Partner and First Tee Schools Programs to ensure accurate contact information, track equipment needs, and report participation numbers
- Program Support (Occasional)
 - Travel to support off-site events and participant opportunities
 - Attend and represent First Tee – Massachusetts at fundraising events, participant opportunities, and Mass Golf engagements
 - Attend First Tee classes if needed

QUALIFICATIONS:

- Essential Abilities
 - Extremely organized and possess a strong work ethic with a positive attitude
 - Efficiently and effectively manage multiple projects and deadlines simultaneously
 - Work well individually and as part of a team
- Software & Digital Tools
 - Must be proficient with Microsoft Office and Adobe products
 - Confident in your ability to quickly become proficient with digital tools such as Salesforce & WordPress
 - Proficient social media skills
- Preferences (not required)
 - Bachelor's Degree or higher is preferred
 - Prior First Tee experience or knowledge is highly desirable. Priority consideration will be given to First Tee alumni and those currently working in the First Tee Network
 - A passion for sport and its inherent values is a considerable plus
- Other Requirements
 - Valid driver's license and reliable transportation.
 - Willing and available to work extended days, nights, weekends, and potentially holidays, as needed, including travel around the state of Massachusetts.
 - Required to pass background check every two years and complete annual child safety training in accordance with SafeSport legislation

COMPENSATION/BENEFITS:

- Starting salary commensurate with experience



- Ability to earn year-end bonus based on performance
- Comprehensive benefits package including Health, Dental, Life and Disability Insurance
- Paid time off and 401(k) plan
- Cell phone reimbursement
- Travel expense reimbursement
- Professional development opportunities
- Staff apparel
- Complimentary access to our Par-3 golf course and indoor golf simulators, as well as other occasional golf opportunities

TO APPLY:

Please email cover letter, resume, references, and salary expectation and rationale to:

Taylor Januario
Assistant Director
First Tee Massachusetts
tjanuario@massgolf.org

ABOUT FIRST TEE – MASSACHUSETTS AND MASS GOLF:

First Tee – Massachusetts is a youth development organization that teaches kids and teens life skills and character values through golf. Part of the international First Tee organization, we are a state-wide chapter with 10 program locations around the state, serving more than 1,100 kids annually at our green grass facilities and hundreds more through our schools and community partner programs. First Tee – Massachusetts is supported and operated by the Massachusetts Golf Association (Mass Golf).

Mass Golf is a 501(c)3 non-profit organization that is dedicated to advancing golf in Massachusetts by building an engaged and inclusive community around the sport. With a community made up of over 120,000 golf enthusiasts and over 340 member clubs, Mass Golf is one of the largest state golf associations in the country. Members enjoy the benefits of handicapping, engaging golf content, course rating and scoring services along with the opportunity to compete in an array of events for golfers of all ages and abilities. At the forefront of junior development, Mass Golf is proud to offer programming to youth in the state through First Tee – Massachusetts and subsidized rounds of golf by way of Youth on Course.