



Job Description
Program Coordinator

Job Summary

The Program Coordinator provides leadership to program and curriculum development, planning, promoting and instruction. The coordinator effectively supervises daily program operations, course access, volunteer coordination, facility, database, and fiscal management, new program development, and helps ensure the safety of youth development programs operated by First Tee — Southern Colorado at various locations including golf facilities, schools and other youth development organizations. The Program Coordinator will also assist the Director of Operations with a variety of tasks ranging from long and short term plans; implementing processes, policies, and procedures geared towards the organization's strategic direction.

The ideal candidate for this position must have the energy and enthusiasm to multitask in a customer facing environment that includes youth participants, parents, coaches, volunteers, school staff and youth directors. This candidate must be service-oriented, possess outstanding communication skills, strong interpersonal and organizational skills, an optimistic 'can do' attitude, and a self-starter who can take initiative within the priorities of the strategic plan. Join a growing organization of engaged and committed professionals who like to work hard and play hard while working toward shared goals.

Reports to: Director of Operations

Employment Status: Full Time, Non-Exempt

Key Responsibilities

Programming and Coaching

- Ensure top quality program delivery, leading all instruction of First Tee classes and on-course playing opportunities, including the delivery of Chapter Led Programs
- Improve and build upon programs that focus on progression and retention while following First Tee's delivery guidelines and strategic direction of the organization
- Make the game fun and provide the ultimate experience for participants to learn golf and life skills
- In partnership with the Director of Operations, create and implement off-season, supplemental programs, and continuous learning programs: i.e. leagues, family events, tournaments, or additional opportunities
- Develop overall programming guides and lesson plans for each session, lead program set up, delivery, and breakdown

- Establish and maintain a comprehensive annual program schedule flexible enough for changes within the year, in partnership with the Director of Operations
- Provide leadership and direction to all First Tee coaches, part-time assistant coaches, and volunteer coaches
- Make available additional private lessons for participants and family members
- Encourage and assist qualified youth to participate in golf tournaments, HQ opportunities and local chapter events
- Ensure a safe environment for participants, coaches, volunteers and parents
- Satisfy equipment needs and maintain the quality of equipment and all instructional areas
- Organize all volunteer and participant appreciation events
- Aid in the chapter's goal of increasing participation retention rates, ethnicity, at-risk youth, and females
- Maintain all partner program locations (golf facilities, schools and youth serving organizations) and offer continuous training and communications
- Develop transition opportunities for outreach programs
- Communicate with parents/participants through website, email, social media, and mail
- Provide opportunities to engage parents in their child's learning and to learn the game of golf
- Oversee the collection, registration, and tracking of participants' information and progress through First Tee online participant database; maintain accurate records
- Report program metrics, operations data, and pertinent program data to the Director of Operations to share with the board of directors
- Provide recognition and awards for participants
- Collect, submit weekly pictures, videos and testimonials of programs for posting on the chapter's social media accounts

Volunteers

- Develop and maintain a volunteer management system to ensure sufficient adult mentors and quality programming; including recruitment, onboarding, training, recognition, and retention plans
- Develop volunteer feedback strategies, volunteer evaluation, and volunteer retention
- Schedule and place volunteers to achieve goals of adult to child ratios (1:5) for all programming and special events
- Maintain communication with volunteers through website, email, social media and mail

Community/Network Involvement

- Represent the Chapter to the community and aid in fundraising, marketing, public relations and communication efforts; attend fundraising events as needed
- Assist with organizing and hosting information booths at student, community and non-profit events to promote chapter programming opportunities and events
- Communicate with and submit documentation as required to HQ
- Network with other Chapter colleagues and exchange best practice ideas

The Learning Center

- Work flexible hours to help oversee the daily operations and customer service

- Assist in creating revenue opportunities by selling memberships, identifying, promoting and delivering community clinics, leagues and private events

Other duties as assigned by the CEO and Director of Operations

Preferred Qualifications

- A strategic planner with high attention for detail and effective time management is essential along with the ability to multi-task
- Demonstrate exceptional communication, fiscal management and managerial skills
- Experience in identifying and managing instructional staff and volunteers
- Charismatic, personable, and motivational in working with youth and volunteers
- Highly professional demeanor
- Ability to handle complex and difficult situations with thought and confidence
- Ability to work well independently and collaboratively within a team environment
- Ability to work evenings and occasional weekend hours, flexible schedule when these obligations are necessary
- Able to travel to attend events, academies, regional and annual meetings
- Ability to be outside in all weather conditions and transport/lift/roll equipment that may be upwards of 75 lbs.
- Must be willing to complete and able to pass background check, drug screen and Safe Sport training

Compensation: \$20.00-\$24.00 per hour based on experience

Benefits: Performance-based bonus opportunity, vacation, holiday and sick leave benefits, medical and dental coverage, participation in IRA retirement plan

Location: Colorado Springs

To Apply: Email your cover letter and resume to careers@firstteesoco.org