



Operations Assistant

First Tee – Sandhills Overview

We are a youth development organization that enables kids to build the strength of character that empowers them through a lifetime of new challenges. By seamlessly integrating the game of golf with a life skills curriculum, we create active learning experiences that build inner strength, self – confidence, and resilience that kids can carry to everything they do.

Position Summary

The Operations Assistant 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 Operations Assistant 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 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

Volunteers

- Aid in the solicitation of companies and social groups to provide a large number of volunteers to program locations
- Develop opportunities for a robust Junior Volunteer Program through current First Tee participants and teens
- Support the new volunteer onboarding process including application, background check, child protection course, uniform distribution and internal tracking
- 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

Programs Support + Coaching

Programs Support

- Become proficient in Salesforce re: Listing Session Creation, Scholarship approvals, Reporting, Post Program Closure Roster and Emergency Contact Development
- Aid in registration process, ensuring all registrations have been completed
- Be able to communicate with parents/guardians how to complete online registration, answer basic program related questions, and schedule changes
- Assist Program Team with preparation and distribution of all program related equipment and collateral including end of season clean up and breakdown; Maintain the quality of equipment
- Oversee preparation of and reporting of seasonal Program Surveys to Parents
- In conjunction with Program Team, stay up to date on best practices for new games, program activities and themes
- Support Equipment Donation Program, Participant Equipment Loan Program and ReSale of Donated Goods

- Support Non Traditional (School & Partner Program) data entry, tracking, reporting out as needed/scheduled by supervisor

Coaching

- Become proficient in the delivery of First Tee curriculum; attend Level 1 & 2 Coach Training in your first 12 months
- 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
- Begin and end scheduled programs on time
- Maintain attendance and performance records for participants
- Support school and youth-serving personnel with the delivery of First Tee programming
- During fall and spring programs, must coach a minimum of two green grass and one outreach class per week
- In the summer, Assistants will be actively involved in outdoor camp operations
- Participate regularly in coach meetings, trainings, and special events provided by the chapter

Communication, Marketing & Events

- In conjunction with the Marketing and Community Events Manager, provide support as identified with one or more components of the annual communication plan calendar, community events, fundraising events as well as data and metrics tracking
- Support creation and distribution of collateral as identified by team
- Identify areas of opportunity to own specific task or projects throughout the year
- Maintain a thorough understanding of First Tee brand voice and guidelines

Miscellaneous

- Network with other chapter colleagues and exchange best practice ideas
- Maintain continuing education for certification
- Attend other meetings and training events as requested by Executive Director
- Carry out other duties as determined by the Executive Director for the successful operation of the organization
- Represent the chapter to the community and aid in fundraising, marketing, public relations, events and communication efforts

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
- 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.