



Program Assistant
(Full Time and Hourly Non-Exempt)
First Tee – Phoenix

Chapter Overview

First Tee – Phoenix, founded in 2003, creates 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 – Phoenix 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, elementary schools, and youth centers in the community.

Mission Statement

To provide opportunities for all youth to achieve success in every aspect of life, through the game of golf.

Job Summary

The Program Assistant provides support for a variety of team members to keep the program team running at a fast pace. As the main phone contact the Program Assistant is often the first impression of First Tee – Phoenix for member families, volunteers, donors and the community at large.

Key criteria for success in position:

- Joyful – whether via phone, online or in-person, making our constituents and team feel valued and providing quality customer service is key.
- Organized & Detailed – ability to manage multiple tasks, utilize technology and precise data entry.
- Calm & composed – being able to navigate and understand a complex, fast-paced environment while maintaining quality.
- Team player – takes initiative, manages tasks independently with direction and can balance the needs of many.

Responsibilities

Below is not intended to be an exhaustive list but a general overview of the core functions.

- **Customer Service/Member Support**
 - Joyfully answer the main line, answering questions or transferring as needed
 - Provide support and troubleshooting related to membership and

- registration to families as needed
 - Serve as the main reviewer of Salesforce inquiries including review and distribution of all leads/cases to appropriate team member
- **Database Management**
 - Become an expert in Sales Force including but not limited to entering information, pulling reports, making changes, setting up class schedules, etc.
 - Support the School Program by providing active lists, inputting detailed information in Sales Force for reporting, coordinate paperwork with HQ, etc.
- **Communication Support**
 - Keep program website pages up to date – including monthly and quarterly updates and as needed
 - At the direction of the MarCom Manager utilize Canva to create fliers, social media posts, and more
 - Provide support for the creation of newsletters
- **Event support**
 - At the direction of the Engagement Manager or others, aid with successful member events
 - Complete event related tasks as needed
 - Play an important role in executing high quality events
- **Administrative Support**
 - Assist with administrative tasks of Program Team
 - Support program team meetings with scheduling, notes, and follow-up
- **Be a part of the First Tee – Phoenix team**
 - Participate in general First Tee – Phoenix activities including fundraisers, tournaments, clinics, visibility events, etc.
 - Support organization wide needs
 - Other duties as assigned

Qualifications/demonstrated ability to

- Strong commitment to the First Tee – Phoenix mission and the kids we serve
- Effectively communicate in-person, via phone, email, etc.
- Creative mindset to provide customer service and problem solve
- Can-do attitude, willing to seek out and tackle new and daily challenges
- Punctual and self-starter
- Proficient in Microsoft Office Suite (Excel, Word, SharePoint, etc.)
- Work with a variety of technology to achieve goals
- Experience with Canva, WordPress, Constant Contact or similar programs
- Golf knowledge and experience with First Tee a plus

- Bilingual (Spanish/English) a plus
- Experience with Salesforce a plus
- Valid driver's license, good driving record, and meet company required automobile insurance minimums

Commitment

Be a model of one becoming a Game Changer by practicing the life skills we promote called the 5 key commitments:

- Pursue Goals
- Grow through Challenge
- Collaborate with Others
- Have positive self-identity
- Use good judgment

Seniority and reporting

The Program Assistant takes direction from a variety of team members and reports to the Program Director.

Pay range and job type

- Full Time (Monday – Friday, 9am – 5pm) with some longer days and weekends as needed
- Hourly rate starting at \$20, based on experience
- Paid holidays, vacation and sick time
- Reimbursement of business-related mileage
- Paid health insurance
- Retirement plan

How to apply

Send your resume and a cover letter detailing your experience related to the responsibilities and qualifications to jobs@firstteephoenix.org. NOTE: All final candidates must pass background check and complete DISC assessment prior to an official offer.

Equal Employment Opportunity Statement

First Tee – Phoenix is an equal opportunity employer, valuing diversity and inclusion. Our policy is to comply with all federal and/or state laws related 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.