

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. Programs are offered at golf courses, elementary schools, and youth centers across the Valley.

MISSION STATEMENT

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

POSITION SUMMARY

This is a high-energy, people-centered role ideal for someone who loves building community, creating meaningful experiences, and inspiring others to make a difference. The Volunteer Coordinator is a proactive leader responsible for designing, growing, and stewarding a high-performing volunteer program that fuels First Tee – Phoenix’s mission and reach.

Reporting to the Chief Advancement Officer, this role is both strategic and hands-on—focused on building a diverse volunteer network, strengthening pathways into coaching and events, and ensuring every volunteer feels equipped, supported, and valued.

Success in this role directly supports First Tee – Phoenix’s ability to scale programs, strengthen community partnerships, and elevate high-impact fundraising events. The Volunteer Coordinator plays a critical part in ensuring volunteers are trained, engaged, compliant with youth safety policies, and positioned to deliver exceptional experiences across all program and advancement activities.

PRIMARY RESPONSIBILITIES

In this role, you don’t just coordinate volunteers—you activate a movement of caring adults who help shape the next generation of leaders.

Volunteer Program Leadership

- Actively represent First Tee – Phoenix at community, corporate, and fundraising events to expand and diversify the volunteer pipeline.

- Build, implement, and continually enhance a comprehensive volunteer recruitment strategy that reflects the diversity and spirit of our youth.
- Cultivate strong, trust-based relationships with prospective and current volunteers to inspire long-term engagement and high retention.
- Create a warm, inclusive, and mission-centered volunteer culture.
- Lead onboarding and orientation to ensure volunteers feel informed, supported, and connected from day one.
- Ensure all volunteers meet safety, compliance, and background check requirements with an unwavering commitment to youth safety.
- Develop and maintain a year-round training calendar in collaboration with Program Team (golf curriculum, First Tee training, DEI, youth safety, etc.).
- Conduct regular program site visits to support coaches, volunteers, and program staff.
- Implement consistent communication, stewardship, and recognition strategies that elevate volunteer retention.
- Support the growth and stewardship of a volunteer corps expanding to 300+ active volunteers and a database of 500+ records.

Program Operations & Coordination

- Serve as the **initial point of contact and ongoing resource** for all volunteers across program sites and events.
- Maintain accurate volunteer data and engagement metrics in databases/CRM tools (Salesforce, Sport80, and others) with strong attention to detail.
- Coordinate volunteer scheduling, placement, and coverage for classes, tournaments, outreach events, and fundraising activations **in collaboration with class, project, and event leads.**
- Create systems that streamline communication, reporting, and volunteer experience.
- Meet annual goals related to recruitment, retention, safety compliance, and engagement.

First Tee – Phoenix Team Member

- Collaborate closely with Program, Advancement, and Operations staff to ensure consistent volunteer coverage for classes, community outreach, fundraising events, and tournaments.

- Participate in First Tee coach training and youth development initiatives to stay aligned with curriculum, culture, and coaching standards.
- Provide hands-on support for special events, tournaments, and organizational projects, contributing to a high-quality participant and donor experience.
- Uphold and model First Tee's mission, values, youth safety standards—including maintaining a minimum 90% compliance threshold—and a culture of excellence in all volunteer interactions and environments.

KEY COMPETENCIES

The ideal candidate brings heart, hustle, and passion for people.

- **Connector:** Builds strong relationships, listens to understand needs, and fosters trust and inclusion.
- **Strategic Organizer:** Manages multiple moving parts with clarity, follow-through, and strong communication.
- **Charismatic Ambassador:** Represents First Tee with energy, confidence, and professionalism.
- **Proactive Leader:** Anticipates needs, solves problems, and initiates next steps independently.
- **Mission-Driven Recruiter:** Excels at inspiring volunteers to join, stay, and take on deeper roles within the organization.
- **Committed to Youth Safety:** Demonstrates a strong understanding of and adherence to child safety requirements.

QUALIFICATIONS

If you thrive in fast-paced, purpose-driven work and love connecting with people, you'll feel right at home here.

- Proven ability to recruit, cold call, present, and confidently engage diverse audiences.
- Enjoys picking up the phone to build connections and engage volunteers.
- Confident public speaker with ability to lead orientations, trainings, and presentations.
- Strong relationship-building skills and demonstrated commitment to customer service.
- Experience designing, managing, or coordinating volunteer, membership, or program-based initiatives.
- Excellent written and verbal communication skills across stakeholder groups.

- Strong organizational and project management capabilities with exceptional attention to detail.
- Flexibility and comfort working with a variety of databases/CRM tools beyond Salesforce/Sport80.
- Ability to work evenings and weekends as programming needs require.
- Comfort representing the organization at public events, corporate sites, and community activations.
- Working knowledge and appreciation of the game of golf.
- Valid driver's license, good driving record, and required insurance.
- Bachelor's degree or equivalent work experience.
- Bilingual (Spanish/English) strongly preferred.

SENIORITY AND REPORTING

The volunteer coordinator reports directly to the Chief Advancement Officer.

SALARY & BENEFITS

- Full time with flexibility to work evenings and weekends as needed.
- Annual salary based on experience, range of \$52,000-\$58,000
- 14 paid holidays
- Accumulated sick and vacation time
- Reimbursement of business-related mileage
- Paid health insurance vision, dental and HSA
- Short-Term, Long-Term Disability, Life Insurance
- 401k Retirement plan

HOW TO APPLY

Send your resume and a cover letter outlining your experience and interest to jobs@firstteephoenix.org with the position you are applying for in the subject line. All final candidates must pass a background check and complete SafeSport training.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

First Tee – Phoenix is an equal opportunity employer, valuing diversity and inclusion. Personnel decisions are made without regard to race, creed, color, religion, national origin, age, sex, disability, marital status, sexual orientation, or veteran status.