

Office & Program Administrator

Organization: First Tee – Greater St. Louis

Reports To: Executive Director | **Status:** Full-Time | **Location:** St. Louis, MO

CHAPTER OVERVIEW

For nearly 20 years, First Tee – Greater St. Louis has been using the platform of golf to provide innovative and experiential learning opportunities for young people. Character education and long-term life skills are at the heart of our programs, which are delivered by coaches trained in positive youth development. We offer character education programs at golf courses, elementary schools, middle schools, and youth centers throughout the St. Louis region.

MISSION STATEMENT

Through the game of golf, we will be recognized as a Game Changer in youth development in our region.

POSITION SUMMARY

The Office & Program Administrator plays a vital role in the day-to-day operations of First Tee – Greater St. Louis. This individual is responsible for managing program administration, participant and donor databases, parent and family communications, and organizational compliance. They serve as the operational backbone of the chapter, ensuring programs run smoothly and that participants, families, and staff have the support and information they need. This position requires a highly organized, detail-oriented, and tech-savvy professional who is passionate about the mission of First Tee.

KEY CRITERIA FOR SUCCESS

- Manage multiple administrative responsibilities with strong attention to detail in a fast-paced environment
- Communicate clearly and professionally with families, donors, staff, and community partners
- Utilize technology effectively, including Salesforce, Microsoft Office, Constant Contact, Eleo, Wordpress and other organizational tools
- Maintain accurate, up-to-date records across program, donor, and compliance systems
- Demonstrate reliability, flexibility, and a proactive, solutions-oriented attitude

DUTIES AND RESPONSIBILITIES

Program Administration

- Create, manage, and maintain all program and class listings in Salesforce, including seasonal registration setup, updates, and participant records
- Oversee participant registration processes, including payment processing and general family communication
- Monitor weather conditions and communicate program cancellations or changes to participants, families, coaches, and staff in a timely manner
- Assist with scheduling and logistics for programs and special events as needed
- Support the program team with administrative needs across all locations and program types

Parent & Family Communications

- Serve as a primary point of contact for participant families, responding to inquiries professionally and promptly
- Draft, distribute, and manage communications including program announcements, cancellation notices, registration reminders, and general updates
- Maintain accurate family and participant contact information within Salesforce

Donor Database Management

- Oversee and maintain the donor database in Eleo, including inputting new and existing donors, processing gift records, and generating acknowledgment letters and receipts
- Generate mailing lists and donor reports to support development and fundraising activities
- Assist the Executive Director with donor stewardship communications and fundraising administration

SafeSport & Compliance

- Serve as the chapter's primary point of contact for SafeSport compliance, ensuring all coaches, board members, volunteers, and staff meet required certification and training standards
- Maintain accurate and current records of SafeSport certifications and background checks
- Communicate deadlines, requirements, and updates to relevant staff, board members and volunteers
- Ensure adherence to First Tee's child protection policies and procedures

Office Administration

- Support the Executive Director with scheduling, correspondence, and general administrative tasks
- Maintain organized digital and physical filing systems
- Assist with supply ordering, vendor communications, and general office operations
- Other duties as assigned by the Executive Director

KEY ATTRIBUTES

- **Organized** – Manages multiple systems and deadlines simultaneously
- **Responsive** – Readily replies to inquiries from all stakeholders
- **Detail-Oriented** – Maintains accuracy across databases and records
- **Collaborative** – Works effectively as part of a team
- **Reliable** – Dependable and consistent in follow-through
- **Ethical** – Handles sensitive information with integrity
- **Flexible** – Adapts to shifting priorities in a dynamic environment
- **Mission-Driven** – Passionate about First Tee's impact on youth
- **Self-Starter** - Takes initiative and works independently with strong follow-through

QUALIFICATIONS

- Bachelor's degree in business administration, communications, or related field preferred; equivalent experience considered
- Minimum 2 years of experience in administrative, office management, or program coordination role
- Proficiency in Salesforce or similar CRM/database systems strongly preferred
- Strong proficiency in Microsoft Office Suite and Google Suite
- Excellent written and verbal communication skills
- Experience with or willingness to learn SafeSport compliance processes
- Experience with or willingness to learn Wordpress
- Ability to work independently and exercise sound judgment
- A genuine passion for the mission of First Tee and a desire to positively impact the lives of youth
- Must be willing to complete a background check prior to employment
- This position is primarily remote with required on-site presence for programs, events, and scheduled sessions.

COMPENSATION

- Salary range: \$41,000–\$50,000
- \$50/month cell phone reimbursement
- Option to participate in 401(k)

EQUAL EMPLOYMENT OPPORTUNITY

First Tee – Greater St. Louis provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

This position is open until filled. Early applications are encouraged.

To apply, please submit a cover letter and resume to Mary Swanson, Executive Director, mswanson@firstteestlouis.org