



Participant Engagement Coordinator

Mission:

To impact the lives of young people by providing educational programs that build character, instill life-enhancing values and promote healthy choices through the game of golf.

Reports to: Director of Special Programs

Employment Status: Full Time, Exempt

Job Summary

The Participant Engagement Coordinator supports the development and implementation of opportunities that extend young people's connection to First Tee – Greater Charlotte beyond their core programming experience.

This position coordinates participant opportunities, scholarships, mentorship, and alumni engagement initiatives. The coordinator serves as an important point of connection for participants, families, mentors, alumni, volunteers, and community partners, helping create meaningful opportunities for continued involvement with First Tee.

The coordinator manages day-to-day logistics, communication, scheduling, records, events, and follow-up for assigned initiatives while working closely with the Director of Special Programs and other members of the First Tee – Greater Charlotte team.

The ideal candidate is highly organized, relationship-oriented, proactive, and passionate about creating meaningful opportunities for young people. This position requires strong communication, organization, project coordination, and relationship-building skills.

Participant Opportunities

Responsibilities include, but are not limited to:

- Coordinate local, regional, and national participant opportunities available to First Tee participants.
- Maintain an organized calendar of opportunities, eligibility requirements, deadlines, and application information.
- Communicate opportunities to participants and families through appropriate channels.

- Help participants and families understand opportunity requirements and application processes.
- Work with staff to identify participants who may benefit from specific opportunities.
- Maintain accurate records of applications, participation, and outcomes.
- Coordinate logistics for participant opportunities, including registration, transportation, schedules, materials, and communication as appropriate.
- Identify additional opportunities that support participant leadership, personal development, education, career exploration, and community involvement.
- Track participation and engagement to help evaluate the reach and impact of available opportunities.

Scholarships

Responsibilities include, but are not limited to:

- Coordinate local, regional, and national scholarship opportunities available to First Tee participants.
- Maintain a current calendar of scholarship opportunities, eligibility requirements, deadlines, and application materials.
- Communicate scholarship opportunities to eligible participants and families.
- Help participants understand application requirements and available resources.
- Work with staff to identify participants who may be strong candidates for scholarship opportunities.
- Coordinate scholarship-related communications, applications, deadlines, and follow-up.
- Maintain accurate records of scholarship applicants and recipients.
- Track scholarship recipients following their First Tee participation and identify opportunities for continued engagement.
- Maintain relationships with scholarship organizations and partners as directed.
- Assist with recognizing and celebrating scholarship recipients and their accomplishments.

Mentorship Program

Responsibilities include, but are not limited to:

- Coordinate the day-to-day implementation of the Mentorship Program.
- Assist with recruiting and onboarding mentors.
- Assist with identifying and recruiting First Tee – Greater Charlotte participants who are candidates for mentorship.
- Coordinate mentor and mentee matching processes.
- Maintain consistent communication with mentors, mentees, and families.

- Coordinate mentorship events and experiences designed to foster meaningful relationships.
- Provide mentors and mentees with information, schedules, resources, and program updates.
- Identify additional First Tee opportunities that may benefit mentorship participants.
- Maintain accurate mentor and mentee records and participation information.
- Track program participation, engagement, and other requested metrics.
- Assist with preparation for mid-year and year-end reviews with the HV3 Foundation and First Tee staff.
- Gather feedback from mentors and mentees and communicate opportunities for program improvement to the Director of Special Programs.
- Support the continued growth and development of the Mentorship Program.

Alumni Engagement

Responsibilities include, but are not limited to:

- Support the development and implementation of an alumni engagement strategy for First Tee – Greater Charlotte.
- Maintain accurate and organized alumni records and contact information.
- Assist with identifying and reconnecting former First Tee participants.
- Maintain regular communication with alumni regarding opportunities to remain connected to First Tee.
- Coordinate alumni events, activities, and engagement opportunities.
- Identify opportunities for alumni to volunteer, mentor, participate in events, support current participants, or otherwise remain connected to First Tee.
- Assist with connecting alumni to volunteer, mentorship, and other First Tee engagement opportunities.
- Maintain records of alumni participation and engagement.
- Gather alumni updates, accomplishments, and stories that demonstrate the long-term impact of First Tee.
- Work with appropriate staff to identify opportunities to recognize and celebrate alumni.

Events & Engagement Activities

Responsibilities include, but are not limited to:

- Coordinate events and experiences related to participant opportunities, mentorship, scholarships, and alumni engagement.
- Manage event logistics, including scheduling, registration, communication, supplies, volunteers, and follow-up.

- Assist with planning and executing events that create connections among participants, families, mentors, alumni, and community partners.
- Represent First Tee – Greater Charlotte at assigned events and partner activities.
- Coordinate follow-up communication with participants and other stakeholders after events and engagement activities.
- Assist with special initiatives that support participant engagement and development.

Communication & Relationship Management

Responsibilities include, but are not limited to:

- Serve as a primary day-to-day contact for participants, families, mentors, alumni, and assigned partners within areas of responsibility.
- Maintain timely, professional, and consistent communication.
- Respond to questions and requests or direct individuals to the appropriate staff member or resource.
- Develop positive relationships with participants, families, volunteers, mentors, alumni, and community partners.
- Maintain professionalism and confidentiality when working with participant and family information.
- Represent First Tee – Greater Charlotte and its mission in a positive and professional manner.

Program & Organizational Support

Responsibilities include, but are not limited to:

- Assist with First Tee programming, outreach events, clinics, tournaments, and special events as needed.
- Support participant registration and communication for assigned programs and events.
- Assist with program logistics, including materials, equipment, rosters, supplies, and schedules.
- Participate in First Tee Coach training and assist with coaching or program delivery as needed.
- Help maintain a safe, welcoming, and positive environment for participants at First Tee activities.
- Attend staff meetings, training sessions, and professional development opportunities.
- Network with colleagues at other First Tee chapters and share best practices related to participant engagement.
- Provide requested data, reports, and program information accurately and on time.
- Maintain organized records and systems related to assigned responsibilities.

Other Responsibilities

- Attend meetings, training sessions, and events as requested by the Executive Director or supervisor.
- Support organizational initiatives and strategic priorities as assigned.
- Perform other duties and responsibilities as assigned by the supervisor or Executive Director to support the successful operation of the organization.
- Working hours may include Monday–Friday and/or Tuesday–Saturday depending on programming seasons, events, and organizational needs.

First Tee Core Values

Consistently provide service excellence to all participants, parents/guardians, volunteers, mentors, alumni, community partners, and co-workers in a manner that reflects the First Tee's Nine Core Values:

**Honesty • Integrity • Sportsmanship • Respect • Confidence • Responsibility • Perseverance
• Courtesy • Judgment**

How to Apply

Interested candidates should submit a **resume and cover letter** to:

Alivia Welch

Director of Special Programs

First Tee – Greater Charlotte

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