



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## **YMCA OF SOUTH HAMPTON ROADS JOB POSTING**

Job Title: **Director of Golf Operations**

Reports to: Executive Director

FLSA Status: Full Time Exempt

Location: The First Tee of Hampton Roads

Salary Grade: 511

Starting Salary Range: \$40,000-\$45,000

---

### **POSITION SUMMARY:**

The Director of Golf Operations provides leadership to program and curriculum development, planning and execution, promoting and scheduling instruction accordance with The First Tee Life Skills Experience. The Director of Golf Operations is also responsible for the supervision of daily program operations, course access, facility, and fiscal management of all program operations, policy implementation and safety of all programs.

### **ESSENTIAL FUNCTIONS:**

#### **Division of Duties:**

- 65% supervision and management of Golf Programs and Youth Development—including outdoor learning center and golf course, all golf programs including classes and seasonal camps.
- 20% management and development in areas of certifications, trainings, and staff development to include recruiting, hiring, and training
- 5% leadership to Annual Giving campaign and other special projects
- 10% association and family center meetings and design team assignments within the YMCA.

#### **Priorities:**

1. Provide strong leadership and support for attaining the goals and objectives of the association and The First Tee of Hampton Roads.
2. Provide strong fiscal management in all areas of responsibility.
3. Prepare the annual income and expense budgets for the above-mentioned departments.
4. Administer the budget in a way that assures operations are carried out in a balanced fiscal position.
5. Monitor program quality by adhering to the Association Gold Book Guidelines.
6. Communicate the mission of The First Tee of Hampton Roads and objectives to the community and include in all areas of the operation.
7. Develop and maintain a positive image with community organizations, businesses, and residents.
8. Serve as staff liaison to board-designated committees and lay task force groups.
9. Work with the management team to insure quality member services and membership retention efforts.
10. Ensure safety, cleanliness and function of all related facilities and equipment through regular inspections and appropriate actions.
11. Participate in association design teams and trainings.
12. Attend trainings as related to areas of responsibility.
13. Assist in a successful annual fundraising campaign with a lead role in Community Gifts, which engages the families of participants, and members here at The First Tee.
14. Plan and implement special community events related to above mentioned programs.



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

15. Work to establish the image of The First Tee of Hampton Roads and the YMCA in the local community to promote our programs and services.

The Director of Golf Operations must understand and be willing to learn the necessary skills required for the successful completion of duties including:

### **Coaching**

1. Must become proficient in the TARGET program and the delivery of PLAYer, Par, Birdie and Eagle, Ace levels through The First Tee Coach Program
2. Develop programs and implement The First Tee Life Skills Education as outlined in The First Tee guidelines
3. Coach The First Tee Life Skills Experience and administer The First Tee Certification process
4. Plan, direct and lead state licensed summer and holiday camps, as well as Junior Tournaments, and Family programming.
5. Provide a safe environment for all participants and families
6. Conduct "On-Course" orientations for participants
7. Oversee the golf course and outdoor learning center needs, works directly with contracted golf course maintenance staff to ensure quality of golf course and practice areas, and seasonal maintenance plans.
8. Supervises two or more or the equivalent of full time employees and has the authority to hire and fire, as needed.

### **Program Scheduling**

1. Coordinate registration, schedules, transportation and lesson plans for clinics, trainings, and programs with other youth services organizations and schools
2. Make available additional private lessons for participants and family members
3. Create and implement off-season and supplemental programs
4. Satisfy equipment needs for the programs
5. Maintain the quality of equipment and all instructional areas
6. Assist in the development/selection of training aids and materials
7. Develop and maintain strong relationships and communications with off-site golf course program locations management for programming.

### **Management/ Administration**

1. Track participants' information and progress through The First Tee online participant database, Salesforce, and maintain accurate records and submit quarterly
2. Develop retention and progression plans to move participants through the certification levels and grow The First Tee participation and reach.
3. Develop, implement, and update program policies and procedures
4. Plan, lead, direct and implement state licensed guidelines and protocol for summer day camp.
5. Assist in developing and adhering to the Program & Operating budget
6. Report program metrics, operations data, and pertinent program data to the Executive Director and TFFHR Board
7. Attend meetings and advise Program Committee
8. Provide recognition and awards for participants
9. Work with and oversee the Assistant Director of Golf & Outreach



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

### **Volunteers**

1. Manage a volunteer management system to ensure sufficient adult mentors and quality programming; including recruitment, training, recognition, and retention plans
2. Emphasize and enforce written roles and responsibilities for volunteer positions
3. Involve volunteers and golf professionals in the delivery of programs
4. Recruit and train program staff to assist with and lead classes
5. Lead Program Committee on Board with Volunteer Chair and track measurable annual goals of committee.
6. Assist with the Young Professional Council to grow young professionals to engage and support the mission of The First Tee.

### **Parents:**

1. Lead parent orientation programs
2. Communicate with parents/participants through website, email, and mail
3. Provide opportunities to engage parents in their children's learning and volunteering.
4. Provide opportunities for participant family members to learn the game of golf

### **Community/ Network Outreach**

1. Represent The First Tee of Hampton Roads program to YMCASHR Centers, the community and aid in fundraising, marketing, public relations and communication efforts.
2. Communicate with and submit documentation as required to The First Tee Home Office
3. Network with local PGA/LPGA Professionals to promote and communicate programming.
4. Network with other Chapter colleagues and exchange best practice ideas
5. Develop transition opportunities for outreach programs including NSP.

### **Golf Program Locations**

1. Identify and recruit strategic program affiliate sites/locations within Chapter service area
2. Create and maintain relationships with program affiliate partners
3. Assess, operate and maintain high quality programs and operations at each site
4. Effectively utilize access to golf course and practice areas

### **SUPERVISORY RESPONSIBILITIES:**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employee and addressing complaints and resolving problems. The First Tee Program Director supervises all coaches, program volunteers, and site coordinators.

### **LEADERSHIP COMPETENCIES:**

- Communication & Influence
- Developing Self & Others
- Engaging Community

### **QUALIFICATIONS:**

- Bachelor's Degree in the area of sports administration, business management, education, recreation or related field preferred.



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

- Demonstrate exceptional leadership, communication, fiscal management and managerial skills.
- Demonstrate a strong knowledge and skill of the game of golf and previous teaching experience is preferred.
- Knowledge of the standards of conduct and involvement established by the PGA/LPGA.
- The First Tee Level 1 Coach Certified or higher or able to achieve within the first 90 day of employment.
- Program Director Education as deemed by YMCA
- Proven experience in supervision of staff, financial management, fundraising, and successful development of programs.
- Dynamic personality with understanding of team operations, development and implementation of programs, and strategic planning to produce results of goals.
- Experience in producing earned revenue.
- Charismatic, personable and motivational in working with youth, parents, adult volunteers and in the community.
- CPR/AED and First Aid certified or must receive within 30 days of hire.

#### OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

#### ENVIRONMENTAL FACTORS, PHYSICAL REQUIREMENTS:

Sufficient strength, agility and mobility to perform essential functions of position and to supervise program activities.

- May be required to walk, stand, kneel, and stoop.
- Continuous operations requiring attention to detail and multi-tasking.
- Must be able to lift, pull and move up to 50 pounds.
- Must be able to stand or sit for long periods of time.
- Must be physically able to successfully complete required certifications.
- Must be able to perform the duties of direct reports.

#### BACKGROUND CHECKS:

An offer of employment is contingent upon receipt of satisfactory results to meet minimum requirements of the position. They may include criminal background and reference checks, E-Verify, drug test, driver's license record, and/or a Child Protective Services Check (CPS). Additional driver's license check, CPS, criminal background check, alcohol, and/or drug testing may be required to be processed in the future in order to meet and/or maintain the requirements of this position.



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

**TO APPLY:**

Closing date of application is Friday, August 9<sup>th</sup>, 2019. On the YMCA of South Hampton Roads' Job Opportunities Page, at [www.ymcashr.org](http://www.ymcashr.org) , submit online application. Cover letter, resume and references should be uploaded in one document.

**Internal Candidates** – Currently active employees of the YMCA of South Hampton Roads should apply through Careers on the Employee Dayforce Account.