

NCGA Club Representative Role

(updated March 2024)

Each club can specify the roles and titles best fit to leading their club(s). The NCGA's goal is not to project or dictate these. Likewise, it is not our goal to maintain a list of all the roles and titles in the club leadership, just the critical contacts that are essential to NCGA Club management and governance. One of these is a newly defined role of NCGA Club Representative.

NCGA Club Representative:

This role is an evolution of several prior roles. ***It is a required role for each club.*** The purpose of the role is to represent the NCGA to their clubs and represent their clubs to the NCGA. What does that mean? The NCGA Club Rep is responsible for being 'in the know' about NCGA member benefits, programs and golf-related education opportunities and proactively informing their club members about the items of interest.

Why is this important? Don't all NCGA members already receive NCGA member information? Our member surveys tell us that a high percentage of members are unaware of benefits and programs and don't know what is there for them. The NCGA Club Reps fill a key strategic role helping us to bridge the gap and ensure that all of our NCGA members have an opportunity to become aware of benefits and opportunities to play and learn. We also want to make sure that clubs are getting essential club-related information about rules, handicapping and special club programs.

Our commitment is to streamline the ask so it is not a burden or a time-consuming 'job'. Here is a list of responsibilities:

- Review the monthly NCGA Club Newsletter and other NCGA emails (Monthly Tournament and Events Bulletin, the bi-monthly Handicap Revision email, etc.)
- Become generally familiar with what content is available on the NCGA website, especially the [Member Club Resources](#) section, [Tournament Information](#) and [Customer Support](#) as well as [Member Benefits](#)
- Attend occasional webinars and/or review the posted webinar content in a timely manner
- **Most importantly** - communicate all relevant NCGA information to the appropriate persons in the club and/or associated with the club as a non-member (e.g. club pros) in a timely manner.

- The Club Representative is *not* tasked with billing or handicap matters, but may be counted on to know who the GHIN Admin Portal handicap administration/certification and memberplanet billing contacts are.
- Likewise, the Club Representative is *not* tasked with tournament management system matters (BlueGolf/Golf Genius) but may be counted on to know who in their club is and how to escalate matters to the NCGA when appropriate.

Role Attributes:

- They should not normally be a newbie, rather someone who knows who's who in the club and how/when to inform those who need to be informed.
- They could also be serving any other role in the club, it does not need to be a dedicated role.
- Should they need to take an extended absence, we would ask that they tag a colleague to jump in if necessary.
- They may also be called upon to fill out surveys and/or engage with the NCGA team to provide feedback.

Questions?

How do we submit our club's NCGA Club Representative contact information?

[Click Here](#)

How much time does this take?

That varies by club, but 30 minutes per month to read/review and communicate key items with key club constituents is a reasonable estimate.

Can one person be a NCGA Club Representative for multiple clubs?

Only if they are familiar enough with the operations and personnel of those clubs sufficiently to carry out the responsibilities of each. Each club will need to have a separate form filled out. If the multiple-club rep is serving men's and women's clubs, please assure that relevant information is getting to each.

Can we have more than one NCGA Club Representative?

The NCGA designed the role as a single point of contact to be a minimum for successful club engagement and two-way communication. If a club believes they need more than one, it is urged that they coordinate and collaborate with each other!

Can others also receive the monthly NCGA Club Newsletter?

We will provide a link on the Member Club Resources page to the NCGA Club newsletter each month for other club leaders who wish to read it.

What happens when the NCGA Club Representative changes?

Fill out a new form on the website Member Club Resources page and/or Contact Us. Likewise if someone is rolling off and needs to get deleted from our list, please Contact Us.

Does a NCGA Club Representative need to change each year?

No, they can remain in the position as long as they are effective and committed!