



JOB LISTING

GOLF OPERATIONS ASSISTANT MANAGER

Founded in 1901, the Northern California Golf Association is the largest allied golf association in the United States. The NCGA has roughly 200,000 members who belong to more than 1,300 member clubs throughout Northern California. The NCGA vision is “to ensure the game is vibrant, inclusive, and accessible” and is focused on enhancing the lives of Northern California golfers by helping them enjoy the benefits of golf for a lifetime. As a key partner with the USGA, the NCGA provides its members with official handicap indexes and helps oversee several critical governance areas for the game of golf. The NCGA owns and operates two golf courses (Poppy Hills and Poppy Ridge), conducts more than 650 days of golf events each year, including championships and competitive golf tournaments for all abilities, and casual golf outings and trips. The NCGA also publishes *NCGA Golf* magazine, *NCGA PLUS* digital magazine, and secures exclusive member discounts on products and services. Through the NCGA Foundation, the organization created and expanded Youth on Course, which provides kids access to golf for \$5 or less at over 1,700 golf courses across the US and Canada.

Position: Golf Operations Assistant Manager

Status: Non-Exempt

Reports to: Chief Operations Officer

POSITION SUMMARY:

The Golf Operations Assistant Manager provides support as assigned to assist with the activities associated within the Operations Department. This position reports directly to the Chief Operating Officer.

DUTIES AND RESPONSIBILITIES:

- Primary administrator of the NCGA Volunteer Tournament Official program including but not limited to the following: application process, interview and selection, orientation, Tournament Official Quarterly Newsletter, uniforms, awards and service recognition, annual golf tournament and retirement recognition.
- Schedule, develop and facilitate all volunteer training including on-course and tournament administration seminars; coordinate trainer identification and development; and coordinate with the Senior Director of Governance as needed.
- Manages the tournament officials’ yearly assignments. Work with Operations staff to understand upcoming tournament schedule and assign volunteers as needed for all events. Evaluate individual and group effectiveness for consistency with expectations, objectives, goals. Provide the necessary materials and support to tournament volunteers for assigned events.
- Support the NCGA Volunteer App/Portal, NCGA website, and TOCR website page as necessary.
- As assigned, support the execution of various NCGA tournaments and events (e.g., pre-tournament visits, player pairings, information sheets, local rules, committee assignments, course set-up, and on-site supervision).
- Support various activities that cut-across each sub-department, including the coordination with the Governance department on handicapping, amateur status, and course rating seminars/meetings, and other cross-department activities.
- Maintain all aspects of radio inventory, distribution and repair. Assists with Operations unit supply procurement, including inventory management.
- Provides assistance to the Operations Department with special projects as needed..

**REQUIRED QUALIFICATIONS:**

- GED or High School diploma.
- 1-2 years of related experience in golf or sports management.
- Strong attention to detail, ability to multitask, meet deadlines, and a strong work ethic.
- Excellent customer service and interpersonal skills, strong communication and organizational skills.
- Ability to work well in a team-oriented work environment as well as work well individually with general supervision.
- Strong communication skills, both orally and in writing. Ability to communicate effectively with guests, management, vendors/suppliers, the general public and other employees of the NCGA. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Must have reliable transportation, valid driver's license and provide proof of insurance. The job requires travel as necessary with overnight stays.
- Ability to lift up to 15 pounds.

PREFERRED QUALIFICATIONS:

- Bachelor's Degree, preferred but not required.
- Knowledge of, and passion for the game of golf (strongly preferred).

WORK SCHEDULE:

- During the tournament off-season, the schedule is typically Monday to Friday, 8am-5pm.
- During the tournament season, nights and weekends will be required, with the ability to flex schedule as appropriate.

COMPENSATION AND BENEFITS:

This is a full-time, non-exempt position. Wage and benefits are commensurate with experience, starting at \$21/hour. Some clothing will be provided, with the employee expected to source and maintain a high-standard of attire at all times. Benefit package includes health, dental and vision insurance. Dependents may be added with premiums paid by the employee. Participation in the company's 401k plan after one full year of employment. PTO, holidays, meals, and golf benefits also included.

APPLICATION INSTRUCTIONS:

The Northern California Golf Association is an Equal Opportunity Employer.

To apply, please send a resume, cover letter, and references to Patrick Glaessner, Senior Director of Human Resources.

- E-mail: pclaessner@ncga.org
- Mail: Human Resources | c/o NCGA | PO Box 1157 | Pebble Beach CA 93953