



JOB LISTING GOLF OPERATIONS 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 Manager

Status: Exempt

Reports to: Chief Operations Officer

POSITION SUMMARY:

The Golf Operations Manager provides tournament 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:

- Execute various NCGA tournaments and events (e.g. NCGA Championships, Tournaments, Sanctioned Events, Junior Tour, etc.), including but is not limited to pre-tournament visits, player pairings, information sheets, local rules, committee assignments, course set-up, and on-site supervision.
- Support/Collaborate on various activities that cut-across each sub-departments and other NCGA departments:
 - Coordination with the Governance department, teaching and schedule seminars/meetings, and other cross-department activities.
 - Coordination with all departments on growing future participation in tournaments and events.
 - Ensure each event is appropriately documented and measured by the event owner.
 - Reviews all Tournament/Event Documentation and critical operational documents as a second set of eyes/check and balance for accuracy, following best practice, etc.
- Coordination of internal scheduling - tournament assignments for staff, back-up plans, coordinating vacation schedules; non-NCGA event support allowance; internal training/certification tracking.
- “Owns” the best approach for documentation of critical executional excellence communication documents.
- Resource support for tracking Operation Excellence within the Operations Department. Including working with sub-departments to establish measures, targets and assessments.
- Provides assistance to the Operations Department with special projects as needed.



- Manager for Operations unit supply procurement, including inventory management.
- Other duties as assigned, including providing other departments support as assigned, and supporting safe work habits and a safe working environment at all times.

REQUIRED QUALIFICATIONS:

- GED or High School diploma.
- 5+ years of related experience in golf or sports management.
- NCGA/USGA rules certified (if not already, by end of first year) and “expert” level (if not already, by the end of the second year).
- 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 \$60,000 annually. 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: p glaessner@ncga.org
- Mail: Human Resources | c/o NCGA | PO Box 1157 | Pebble Beach CA 93953