

NCGA Club Representative Role (updated 10/1/24)

We recognize that all of our clubs are unique and that each club will specify the roles and titles that best fit for leading their club(s). The NCGA's goal is not to project or dictate these nor will we maintain a list of all the roles and titles in the club leadership. Instead, we require just the following three critical NCGA Club Contacts essential to NCGA Club management and governance. We will expect all clubs to update or reconfirm these contacts annually.

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. Responsibilities include: reviewing the monthly NCGA Club Newsletter and other NCGA club emails, website and webinar content, etc., and communicating the relevant information to the appropriate persons in the club. The Club Representative is not tasked with billing, handicap, or tournament management matters, but may be counted on to know who those contacts are.

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:

- It is recommended that the Club Representative is not a newer member, but rather someone who knows who's who in the club and how to inform those who need to be informed.
- They could also be serving any other role in the club (President, Handicap Chair, etc.), 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.

The advantages of being a Club Representative include:

- Being the first to know of any new NCGA Club information.
- Having one-on-one contact with the Manager of Club Development through newsletters, email, and by phone. If there is something that you would like to see changed, the Manager of club Development is there to help and can possibly implement any new ideas you may have.
- Have early access to new programming in member perks/tournaments/events.
- Tangible awards may be rolled out in 2025 for our new Club of the Year Program

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 an NCGA Club Representative for multiple clubs?

Only if they are familiar enough with the operations and personnel of each 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 ensure 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 an NCGA Club Representative need to change each year?

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