



JOB DESCRIPTION

Operations Assistant Manager

Founded in 1901, the Northern California Golf Association is one of the largest regional golf associations in the United States, with more than 160,000 individual members who belong to more than 1,400 member clubs throughout Northern California and into Nevada. Its mission statement is “to support and promote the game of golf”. Among other services, the NCGA provides its members with official handicap indexes, owns and operates two golf courses (Poppy Hills and Poppy Ridge- PHI), annually conducts more than 50 championships and over 500 days of competitive golf for all abilities, sponsors casual golf outings, travel, and special events, publishes *NCGA Golf* magazine and NCGA PLUS digital magazine, secures exclusive member discounts on products and services, and created and expanding the Youth on Course (YOC) Foundation.

Operations Assistant Manager

Availability: Immediately

Position: Full Time **Status:** Non-Exempt

Reports to: Director of Golf Events & Travel

Member: Operations Team

SUMMARY

The Operations Assistant Manager provides support as assigned to assist with the activities associated with both the Golf Events/Travel department and Tournament department. This position reports directly to the Director of Golf Events & Travel. This position will split their time supporting the needs of the departments.

Essential Duties and Responsibilities

- Acts as the primary administrator to help support the following event programs: Open Days, Play Days, Member Outings, Weekend Net Tour, and Senior Series
- Coordinates with the Social Golf/Travel & Tournament Departments' leadership on assigned tournaments which includes pairings, volunteer assignments, local rules, hole locations, player information sheets and pace of play worksheets as needed
- Coordinates with golf facilities including scheduling, providing materials for upcoming events, and post-event account reconciliation.
- Supports the tournament entry process.
- Updates digital and print information for assigned programs/events.
- Communicates with tournament volunteers to provide materials and support for assigned events.
- Provides additional support as assigned by the Director of Social Golf/Travel and Director of Tournaments
- Provides assistance to the Operations Department with special projects as needed.
- Provides support to other departments as assigned.
- Answers NCGA member emails and phone calls.
- Support safe work habits and a safe working environment at all times.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. A strong attention to detail, excellent customer service and good people skills, ability to multitask, meet deadlines, strong communication and organizational skills, and a strong work ethic are required. This individual should be able to work well in a team-oriented work environment as well as work well individually with little supervision. The requirements listed above/below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Degree from a four-year college or university preferred, with at least one to two years related experience, or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine correspondence. Ability to communicate effectively with guests, management, vendors/suppliers, the general public and other employees of the NCGA.

COMPUTER/BUSINESS MACHINE SKILLS

Advanced working knowledge of various computer software programs including Microsoft Word for Windows and Excel. Basic knowledge of GHIN software and applications preferred. Knowledge of Blue Golf tournament management software is a plus.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.

REASONING ABILITY

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.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is continuously required to talk and hear. The employee continuously is required to sit. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision. The employee is occasionally required to lift 15 pounds. The employee is usually indoors in a controlled environment with low noise levels.

OTHER QUALIFICATIONS

Must have reliable transportation, valid driver's license and provide proof of insurance. The job requires travel as necessary with overnight stays. The NCGA will reimburse mileage expenses at IRS-approved rate.

COMPENSATION AND BENEFITS

This is a full-time, non-exempt position. Wage and benefits are commensurate with experience. 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. Vacation, holidays, meals, golf benefits and sick time also included.

The Northern California Golf Association is an Equal Opportunity Employer.

To apply, please address cover letters to Sam Staton, Director of Golf Events & Trips, and forward along with resumes to one of the following:

- E-mail: sstaton@ncga.org
- Mail: Sam Staton | c/o NCGA | PO Box 1157 | Pebble Beach CA 93953