

Southern California Golf Association

Job Description

Job Title:	Assistant Director, Member Services & Office Operations
Organizational Unit:	Member Services
Reports To:	Director, Club Services
FLSA Status:	Exempt

JOB SUMMARY:

Responsible for the administration of all SCGA handicap programs, and oversight of WHS certification and education for member clubs and Directly Authorized Clubs; oversight of office operations at SCGA Headquarters; works independently with minimal supervision and makes independent decisions on assigned tasks by performing the following duties; manages the operation of the department and supervises the majority of its personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Daily oversight of all responsibilities regarding SCGA handicap programs.
- Plans, organizes and conducts WHS handicap certification classes for SCGA member clubs.
- Manages various office operations and vendors providing services to association at its headquarters.
- Administers and educates the organization on all products and aspects of the Golf Handicap and Network platform, the central core service for the organization. Educates club officials on SCGA handicap computation services in conjunction with the club visitation program, including, but not limited to software training.
- Manages three direct reports and their roles: Manager, Golf Services; Manager, Handicapping; Coordinator, GHIN Services/Association Administrator
- Oversight of various support tools for interaction with members and member clubs in connection with questions and concerns, including, but not limited to: Desk.com, LiveChat, and Intercom. Manages schedule of department coverage for these products. Determines which programs allow the SCGA to best support its members.
- Organizes the replacement of SCGA touch-screen monitors at member clubs; oversees resolution of any club hardware issues.
- Advises and consults with member club officials on handicap issues and ensures club compliance.
- Prepares and develops and approves educational materials for the SCGA website and Club Officials' Digest; and prepares correspondence and other documents for chairs of club Handicap Committees.
- Oversees and refines policies and procedures on SCGA multi-member rebate program.
- Monitors SCGA Admin Portal and delegates membership and billing-related projects.
- Participates in speaking engagements as requested by member clubs.

- Performs other duties and/or projects as may be assigned by the Director, Club Services and/or Managing Director, Member Services.

PERSONAL COMPETENCIES:

To perform the job successfully, the Assistant Director, Member Services must demonstrate the following skills, ability and competencies: Works independently, with little direction and exercise judgment; effective leadership and oversight; multi-tasks under pressure; adheres to time deadlines; analyzes and processes diverse information; identifies and resolves problems in a timely manner; listens to others and solves conflicts; integrates diverse viewpoints and opinions working with staff and others; develops and maintains strong professional relationships with club members and golf course staff; speaks clearly and persuasively and demonstrates group presentation skills; conveys a demeanor that is professional yet approachable; builds teamwork and is supportive of others; adapts well to changes in the work environment and implements effective changes to improve results; looks for ways to improve and promote quality; manages and develops employees' skills and work habits; works within approved budget; prioritizes and plans work activities; demonstrates accuracy and thoroughness; and meets productivity and quality standards of the Member Services Department.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform the essential duties and responsibilities of the Position satisfactorily. The requirements listed previously and those found below are representative of the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

Bachelor's degree (B.A.) from a four-year college or university, and a minimum of three or more years of relevant work experience with proven ability to handle multiple tasks and projects are strongly preferred, including experience in customer service. Must have strong oral and written communication skills; must be detail oriented and have excellent organizational skills; must possess strong interpersonal skills; and must be self-directed with a strong work ethic. A working knowledge of the game of golf, the World Handicap System (WHS) and Golf Handicap and Information Network (GHIN) and its products is preferred as is experience with a CRM or helpdesk platform, such as Desk.com or Salesforce

Communication Skills:

Ability to read and comprehend written or oral instructions, correspondence, and memos. Ability to read, analyze, and interpret general business or trade periodicals, professional journals, technical procedures, and governmental regulations. Ability to write memos, reports, correspondence, procedure manuals, and other documents. Ability to effectively present information and respond to questions from Board members, managers, employees, members, volunteers, and the general public.

Mathematical Skills:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, proportions, percentages, etc. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

Ability to apply common sense understanding and carry out oral or written instructions. Ability to define problems, collect information and other data, establish facts, and draw valid conclusions. Ability to solve practical problems and deal with a variety of concrete as well as abstract variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, must be proficient in using word processing, spreadsheet, and database or customer relationship management software.

Other Qualifications:

Requires ability to operate a car safely, and must have a valid driver's license and provide proof of insurability. The job requires travel within Southern California including some overnight stays and weekends.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be able to see, talk, hear, and use hands and fingers in performing majority of work. The employee is frequently required to reach with hands and arms. The job requires employee to have dexterity in using telephone, computer keyboard, mouse and calculator while seated at a desk. The employee is occasionally required to stand, walk, climb or balance. The employee must regularly lift and/or move up to 15 pounds, and occasionally lift and/or move up to 30 pounds. The employee frequently moves within the building to interact with fellow employees. Specific vision abilities required by this job include close and distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to operate standard office equipment, such as computer, calculator, fax machine, photocopier, etc.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to work in an office environment or outside for certain events, and the noise level is usually quiet to moderate.

The SCGA is an equal opportunity employer, and seeks qualified candidates of all races, ethnicities, genders and gender identification. Applicants needing accommodations during the selection process must self-identify and they will be provided. Accommodations to perform the essential functions of the job may be provided.

TO APPLY:

Please submit cover letter and resume to Jeremy Pitt at jpitt@scga.org.