



Job Posting

Job Title:	Manager, Member Services
Department:	Member Services
Reports To:	Assistant Director, Member Services
Direct Reports:	None
FLSA Status:	Hourly

About the SCGA:

The Southern California Golf Association is devoted to providing all Southland golfers with the best experience possible. Its primary goal is to enhance the enjoyment of the game for those who actively live the golf lifestyle or have just learned to swing a club. Advocating on behalf of our community of passionate golfers, the SCGA provides accessible and affordable opportunities for anyone looking to be involved with the game.

Working in the SCGA's Member Services Department:

Join this fast-paced team of customer-focused sports enthusiasts responsible for ensuring a positive club experience for SCGA members. Work effectively in a team environment that thrives off customer service, collaboration, and out-of-the-box thinking. Work hard, play hard! That's the Member Services team.

Job Summary:

The Manager, Member Services has lead responsibility for Golf Genius Tournament Management (TM) club support and education. As part of the Member Services team, this position is responsible for supporting most core service functions of the Association. This position also provides customer support in all aspects of SCGA membership, handicap, and golf events.

Essential Duties and Responsibilities Include:

- Provides various forms of customer support for Golf Genius Tournament Management.
- Responds to and resolves all requests, concerns, and inquiries in a timely manner.
- Develops materials and lead official club education regarding Golf Genius Tournament Management, including conducting in-person education at clubs, as necessary.
- Provides training on the TM product to SCGA personnel
- Counsels club Handicap Chairs on World Handicap System protocols.
- Assists Course Rating Director with volunteer scheduling and management.
- Assists individual SCGA members with inquiries and fulfills member club requests.
- Participates in club and individual membership process, including renewals.

- Manages and performs other related duties and projects as assigned by the Assistant Director or the Managing Director of Member Services.

Knowledge, Skills and Abilities:

- Ability to work independently while also effectively interacting and collaborating with golf course staff and member services team to achieve departmental and organizational goals.
- Demonstrated ability to exercise independent judgement and discretion to troubleshoot issues and effectively problem solve.
- Excellent written and verbal communication skills and the ability to interact with a diverse professional audience; flexibility to customize communication approach to a variety of communication styles and personalities.
- Demonstrated ability to quickly build rapport and respond to member inquiries and concerns in a compassionate manner.
- Active listener with the ability to effectively resolve conflicts. Strong interpersonal skills with the ability to build and maintain professional relationships with members and golf course staff.
- Solid organizational skills, detail-oriented, and adheres to deadlines.
- Ability to multi-task and maintain a professional demeanor while under pressure.
- Ability to meet productivity and quality standards of the Member Services department.
- Promotes quality standards; proactively seeks ways to improve efficiency and increase productivity.
- Analytical thinker with the ability to process diverse information.
- Positively participates in a team environment and is supportive of others.
- Adapts well to changes in the work environment and implements effective changes to improve results.
- Is accurate and thorough.
- Working knowledge of USGA Tournament Management (TM) software.
- Basic knowledge of Golf Handicap and Information Network (GHIN) products is preferred.

Education and Experience

- High school diploma or equivalent is required; Bachelor's degree is preferred.
- Minimum of 2 -4 years of relevant work experience required; 5+ years with demonstrated ability to manage multiple tasks and projects is preferred.
- Applicants must have a demonstrated golf background.

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.

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 and ability to climb stairs. 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 45 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.

To apply:

Applicants must submit a cover letter and resume to Jane Na (jna@scga.org) no later than 9/30/21.

This job description is subject to change based on the qualifications of the successful candidate.

SCGA is an Equal Opportunity Employer. In addition, the organization will consider qualified applicants with criminal histories in a manner consistent with the Los Angeles Fair Chance Initiative for Hiring.