

First Tee - Greater Charlotte

Special Programs Manager

Mission: To impact the lives of young people by providing educational programs that build character, instill life-enhancing values, and promote healthy choices through the game of golf.

Reports to: Program Director of First Tee – Greater Charlotte

Employment Status: Full time, Exempt

Job Summary: The Special Programs Manager provides strategy, vision, and leadership to the non-core program development. The Special Programs Manager is responsible for the supervision of the National School Program, Outreach, HV3 Foundation Mentorship Program, and Par to Pages operated by First Tee - Greater Charlotte.

Roles and Responsibilities

Special Programs:

- Oversee strategic direction and implementation of special programs
- Work directly with special programs coordinators to implement strategies for daily accountability and execution
- Coordinate with the Executive Director, Board of Directors, and key partners to ensure best practices for special program areas
- Assist with the yearly budgeting process and ongoing budget management for special program areas
- Maintain updates and metrics for Board of Directors and key donors for special programs
- Assist with the development of special programs and implement the First Tee Life Skills Education
- Coach the First Tee Life Skills experience as needed
- Partner with the Program Director to ensure all equipment and material needs for all special programs are met
- Effectively communicate special program details to parents, participants, and coaches on a regular and timely basis
- Provide a safe and fun experience for all participants
- Communicate network benefits and national opportunities to participants and ensure timely submission of applications
- Set goals and expectations with special programs coaches and managers and review progress throughout the year providing feedback for improved performance and develop staff retention and succession plans
- Create and maintain relationships with special programs affiliate partners
- Assess, operate, and maintain high quality special programs and operations
- Deliver and oversee all outreach programming at all our programming locations (i.e., National School Program, Community Program, Field Trips, etc.)
- Facilitate and identify locations to expand special programs

Management/Administration:

- Work with Program Director to create yearly special programs calendar
- Accurately track metrics for each special program
- Supervise staff in each special programs
- Facilitate and ensure that all parent requests, questions, and comments are responded to in a timely manner
- Provide detailed special programs metric reports to the Executive Director, Youth Services Committee, and Board of Directors after each season and/or as requested
- Lead and execute analysis of participant annual survey efforts
- Assist with the administration and processing of national First Tee Participant Opportunities
- Communicate with and submit documentation as required to the First Tee home office
- Report special programs metrics, operations data, and pertinent data to the Executive Director and Board of Directors
- Lead the Youth Council for First Tee - Greater Charlotte
- Attend Youth Services Committee meetings and advise

Community/Network Outreach:

- Work to identify new outreach partnerships
- Network with other chapter colleagues and exchange best practice ideas
- Assist the Executive Director in fundraising, marketing, public relations and communication events and efforts when needed

Other:

- Attend staff meetings with Program Director, Director of Organizational Development, Director of Golf Operations, Director of Finance and Human Capital and Executive Director
- Attend other meetings and training events as requested by the Executive Director
- Carry out other duties as determined by the Executive Director for the successful operation of the organization

Consistently provides service excellence to all participants, parents, volunteers, and co-workers in a manner that reflects the First Tee's Nine Core Values: Honesty, Integrity, Sportsmanship, Respect, Confidence, Responsibility, Perseverance, Courtesy, Judgment.