

First Tee – Greater Charlotte

Volunteer Coordinator & Program Coach

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 Volunteer Coordinator & Program Coach is responsible for all aspects of the organization's volunteer process, including recruitment, cultivation, training, and stewardship of youth program volunteer coaches and non-coach volunteers. Your role will be to promote volunteer opportunities, manage volunteers, and support the Program Director on initiatives that will create a lasting impact on the lives of the young people we serve. As a Volunteer Coordinator & Program Coach, you will also provide administrative assistance with participant registrations and daily communications with parents and participants. You will be responsible for conveying the organization's purpose to the public and promoting our mission.

Roles and Responsibilities

Volunteers:

- Recruit, communicate, screen, train, schedule, retain, and thank volunteer coaches and administrative volunteers
- Manage and implement the volunteer management system to ensure sufficient adult mentors and quality programming; including recruitment, training, recognition, and retention plans
- Manage and ensure that all volunteers, coaches, and staff members are up to date with their background checks and SafeSport Training
- Track and manage volunteer information through Salesforce and volunteer management software
- Aid in the solicitation of companies and social groups that may provide a large number of volunteers to program locations
- Ensure program locations, outreach events, field trips, etc. have adequate number of volunteers for Life Skills Experience Classes
- Communicate with volunteers via phone, email, text, etc. – ensure that all needs are met, and all questions/comments are responded to in a timely manner

- Communicate with coaches and full-time staff – ensure that all needs are met, and all questions/comments are responded to in a timely manner
- Assist Director of Programming in identifying volunteers to become involved in The First Tee Coach Program (ACT Training, Level I Trainings, etc.)

Coaching & Programming:

- Must become proficient in the First Tee Curriculum
- Implement the First Tee Life Skills Education as outlined in the First Tee guidelines
- Provide a safe and fun environment for all participants
- Effectively communicate program details to parents and participants on a timely basis
- Maintain participant registrations for the spring, summer, and fall season by monitoring number of registrations, and communicating with parents
- Assist with ensuring that all parent requests, questions, and comments are responded to in a timely manner
- Assist with reconciliation and annual survey efforts
- Must be willing and available to coach as needed 4-5 days per week

Miscellaneous

- 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
- Work toward being a First Tee Certified Coach within the next 24 months
- Maintain continuing education for certification
- Other duties as assigned by your supervisors
- 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
- Represent the chapter to the community and aid in fundraising, marketing, public relations, events, and communication efforts

Preferred Qualifications

- Adherence to the standards of conduct, values, and involvement established by The First Tee
- Bachelor's Degree in the areas of sports administration, education, recreation or related field
- Demonstrate exceptional communication, fiscal management and managerial skills
- Experience in identifying, cultivating, and managing volunteers
- Experience using a volunteer management software system
- Charismatic, personable, and motivational in working with youth

- Able to travel to attend Academies, Regional and Annual Meetings, and training sessions
- Able to carry large equipment
- Task oriented self-starter and strong ability to manage time

Send Resume and Cover Letter to:

Brittnay Beltran

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Chapter website: firstteegreatercharlotte.org