

## **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, First Tee – Greater Charlotte

**Employment Status:** Full time, Exempt

**Position Summary:** The Volunteer Coordinator & Program Coach plays a vital role in delivering high-quality, safe, and impactful youth programming by leading all aspects of the chapter's volunteer efforts while also supporting on-course coaching and program delivery. This position is responsible for recruiting, training, managing, and stewarding volunteer coaches and non-coach volunteers, ensuring compliance with youth-safety requirements, and supporting daily program operations.

This role balances volunteer leadership and administration with direct coaching and participant support and works closely with the Program Director, staff, volunteers, parents, and community partners to advance the mission of First Tee – Greater Charlotte.

### **Key Responsibilities**

**Volunteer Coordination & Management:**

- Recruit, screen, onboard, train, schedule, retain, and recognize volunteer coaches and non-coach volunteers
- Manage the chapter's volunteer management system to ensure adequate volunteer coverage and quality programming across all sites
- Ensure all volunteers, coaches, and staff maintain current background checks and SafeSport Training
- Track and maintain accurate volunteer records using Salesforce and volunteer management software
- Identify and engage corporate partners, community groups, and organizations to support volunteer recruitment
- Ensure appropriate volunteer to participant ratios for all programs, outreach events, field trips, and Life Skills Experience Classes
- Communicate regularly with volunteers via phone, email, and text to provide support, scheduling updates, and timely responses to questions

- Collaborate with Program Director and staff to identify and support volunteers interested in advancing through the First Tee Coach Program (ACT Training, Level I, etc.)

#### **Coaching & Program Support:**

- Become proficient in and implement the First Tee Life Skills Curriculum in accordance with national guidelines
- Coach youth participants as needed, supporting program delivery approximately 4-5 days per week, including occasional Saturdays
- Provide a safe, inclusive, and fun learning environment for all participants
- Effectively communicate program details to parents and participants on a timely basis
- Communicate program details, schedules, and updates to parents and participants in a timely and professional manner
- Manage participant registrations for spring, summer, fall, and winter seasons, including monitoring enrollment and assisting families as needed
- Support parent communications by responding to questions, requests, and concerns promptly
- Assist with program reconciliation, reporting, and annual survey efforts

#### **Administrative, Outreach & Organizational Support**

- Maintain accurate data entry and reporting related to volunteers and participants
- Network with other First Tee chapters to exchange best practices and collaborate on shared initiatives
- Assist the Executive Director and staff with fundraising, marketing, public relations, and community engagement efforts as needed
- Represent First Tee – Greater Charlotte at community events, meetings, and outreach activities
- Maintain required certifications and continuing education
- Attend staff meetings, trainings, and professional development opportunities as requested
- Perform other duties as assigned to support the successful operation of the organization

#### **Schedule & Work Environment**

- This position requires a flexible schedule, including afternoons, evenings, and occasional weekends
- Workload may vary seasonally, with increased program activity during summer months
- Position involves working outdoors and on golf courses in varying weather conditions

**Minimum Qualifications**

- Ability to pass required background checks and SafeSport training
- Valid driver's license and reliable transportation
- Ability to stand, walk, and work outdoors for extended periods
- Ability to lift and carry golf equipment and program materials as needed

**Preferred Qualifications**

- Commitment to the values, standards of conduct, and mission of the First Tee
- Bachelor's degree in non-profit management, sports administration, education, recreation, or a related field (or equivalent experience)
- Experience recruiting, training, and managing volunteers
- Experience using volunteer management software and CRM systems (Salesforce preferred)
- Strong organizational, communication, and time management skills
- Charismatic, personable, and motivational when working with youth and volunteers
- Self-starter with the ability to manage multiple priorities in a fast-paced environment
- Willingness and ability to travel occasionally for regional or national trainings (1-3 times per year)

**How to Apply**

Please send a resume and cover letter to:

Brittnay Beltran

[coachbritt@thefirstteegreatercharlotte.org](mailto:coachbritt@thefirstteegreatercharlotte.org)

Learn more about our Chapter at: [firstteegreatercharlotte.org](http://firstteegreatercharlotte.org)