



AMERICAN JUNIOR GOLF ASSOCIATION

Player Services Coordinator

The American Junior Golf Association is a 501(c)3 non-profit dedicated to the overall growth and development of young men and women who aspire to earn college golf scholarships through competitive junior golf.

The AJGA is committed to creating an engaging, safe, and inclusive environment. We welcome people from all backgrounds and believe in embracing diverse perspectives, we are better equipped to accomplish our mission of developing golf's next generation.

The Player Services department is responsible for all customer service aspects of the AJGA. Player Services staff report directly to the Vice President of Player Services but works closely with the entire department in a support role. Essential duties and responsibilities for the position include the following, but other duties may be assigned.

Customer Service

- Assist AJGA players and parents to successfully navigate the AJGA and junior golf via telephone
- Respond to emails sent to ajga@ajga.org when part-time staff is not available or when needed
- When needed, contact new members to welcome them to the AJGA and provide guidance and address questions

Membership

- Process Proof of Age documentation when needed
- Assist Member Services Manager during peak membership gift processing times

Coaches Corner

- Receive, review and validate (eg: check school website if a coach is questionable) coach lists sent from GCAA and WGCA, send to IT to be added/renewed and log and track status of lists
- Monitor database of current coaches – make corrections on an exception basis (eg: correct an email address and send log in info due to an original incorrect email address being provided)
- Provide end-user support via phone and email to Coaches Corner members
- Prepare and log individual coach list requests for specific membership data
- Maintain a list of Coaches Corner functional requirement suggestions/requests provided by Coaches Corner members

Tournament Fields – Invitational Tournaments

- Update entry criteria for each Invitational and post online
- In Salesforce, ensure Player Services sections pertaining to tournament applications are updated for each tournament
- In CMS, update Dates to Remember section of tournament websites, and post Applications Received and Field links
- Manage application process and ensure application is functioning correctly in Player Center
- Coordinate with IT Department to create tournament application in Salesforce for each eligible player
- Coordinate all committee exemptions with Regional Directors who are responsible for communicating with Tournament Chairman, Sponsors, etc., and maintain accurate records of all exemptions in Salesforce
- Send invitations to players who meet the criteria for each tournament
- Post field online and ensure players are properly notified of their acceptance
- Monitor tournament fee payment status and remove non-payers as needed after payment deadline
- Monitor tournament withdrawals, contact alternates, and manage field additions as needed
- Contact international golf federations and top international players to fill international invitation slots at various Invitationals
- Coordinate with IT Department to post Invitational Priority Lists online at the proper time for each Invitational
- Manage international federation outreach and international player eligibility list for Junior Presidents Cup
- Compile yearly summary (Excel file) of the ranking of the last player invited to each invitational

- Proof that field information is accurate and pertinent notes are communicated to Tournament Administration Coordinator when transitioning control of field to Tournament Director

Awards, Honors and Rankings

- Coordinate all aspects (criteria, priority list, accolade updating, player notification) of the Junior All-Star Team
- Along with PBERS Coordinator, coordinate all aspects (criteria, priority list, accolade updating, player notification) of the Rolex Junior All-America Teams

Additional Duties

- Review & update FAQ section of AJGA website as needed

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (BA) from a four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Language Skills

Intermediate Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Basic Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Intermediate Skills - Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Other Qualifications

- Exceptional customer service skills
- Ability to prioritize tasks and meet deadlines
- Basic understanding of golf preferred, but not required

Computer Skills

Knowledge of all Microsoft Office products and Salesforce.

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 is regularly required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; stoop, kneel, crouch, or crawl; talk and hear. The employee must regularly lift and/or move up to 50 pounds.

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. The noise level in the work environment is usually moderate.

To Apply

Please submit a cover letter and resume by **November 5** to Lauren Shelly, Director of Training & Development (lshelly@ajga.org) and Teresa McKain, Director of Human Resources (tmckain@ajga.org).