



Developing Golf's  
Next Generation

## AMERICAN JUNIOR GOLF ASSOCIATION

*Tournament Administration 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](mailto: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
- Prepare and send the Player Services Weekly Preview email

### **Membership**

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

### **Qualifier Fields**

- Oversee and update entry criteria for AJGA Qualifiers
- In Salesforce, ensure Player Services sections pertaining to qualifier applications are updated for each qualifier
- In CMS, update Dates to Remember section of qualifier websites
- Test and monitor the online application process for all qualifiers
- Create and maintain Applications Received Pages for AJGA Qualifiers
- Utilize entry criteria to select fields for AJGA Qualifiers and ensure fields are posted online by stated posting date and time
- Properly notify players of their acceptance/rejection into AJGA Qualifiers
- Monitor qualifier fee payment status and remove non-payers as needed after payment deadline
- Monitor qualifier withdrawals, contact alternates, and make additions as needed to fields
- Process new applications for AJGA Qualifiers that don't fill or have available spots on the alternate list after the initial application window
- Proof accuracy of AJGA Qualifier field prior to transitioning field control to corresponding Tournament Director
- Post event, ensure all application status information in Salesforce for each player in a qualifier is correct
- If requested, proof tournament fields
- Assist with tournament field additions as needed

### **Other Administration Tasks**

- Oversee the compiling of an annual summary of all relevant membership, tournament, and qualifier numbers and statistics
- Coordinate all aspects (criteria, application and supporting forms, eligibility list and outreach, application processing, selection meeting preparation, selection meeting, player database status updating, player notification) of the selection of the AJGA Scholastic Junior All-America Team and Honor Roll
- Along with AJGA Communications liaison, coordinate with AJGA College Golf Advisors to update current content and produce new content on [ajga.org](http://ajga.org)
- Oversee outreach to seniors regarding Letter of Intent signing & scholarship reporting
- Proof, update, and test college commitment online form as needed
- Track, update, and compile AJGA member college commitment data

- Maintain updated qualifier scoring stats throughout the season on Salesforce Qualifier event pages PS Summary Reports Section
- Update actual number of players who Qualified into Tournament on Salesforce Qualifier pages after each event
- Update any Player Services consolidated information that changes each season

### **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 from a four-year college or university.

### **Language Skills**

High Skills - Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to read and write reports, business correspondence and procedural manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

### **Mathematical Skills**

Intermediate Skills - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

### **Reasoning Ability**

High Skills - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

### **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](mailto:lshelly@ajga.org)) and Teresa McKain, Director of Human Resources ([tmckain@ajga.org](mailto:tmckain@ajga.org)).