



For all golf is and all it can be.

Coordinator Roles

Merchandise

Coordinator, Championship Merchandise- Operations

The Championship Merchandise Coordinator will partner with cross-functional teams to maximize the customer experience at the championships (U.S. Open, U.S. Women's Open and U.S. Senior Open). You will be part of a team responsible for coordinating the design, construction, set-up and execution of a multi-million dollar retail operation during the U.S. Open. Throughout the year leading up to the Championships, you will play an integral role in directing the logistics and operational prerequisites for the effective execution of a world class retail store.

Coordinator, Corporate Merchandise

Organization, Customer Service and Flexibility will be the three key attributes necessary to make a meaningful impact on the USGA Corporate Merchandise Programs. Coordinate annual corporate merchandise programs for the U.S. Open, U.S. Women's Open and U.S. Senior Open, with a focus on sourcing collections of product and processing orders with merchandise vendors. Role focuses on department strategic plan as it relates to corporate merchandise in conjunction with the support of the overall Association strategic plan. Works closely in a collaborative capacity with a team-oriented merchandise department. Will represent the Association with the highest level of professionalism in interactions with the best brands in the golf industry.

Rules

Coordinator, Rules

An expectation that you will work to develop a solid knowledge and understanding of the Rules. Rules of Golf Workshops – Involvement with all aspects of conducting the annual Rules of Golf Workshop season (both traditional, in-person workshops and online/remote workshops) including advance preparation, registration process, attendee inquiries, webinar coordination, etc. Rules Inquiry Program – Involvement with active phone and email Rules of Golf inquiry program, which processes thousands of questions annually. Exams – Involvement with conducting both online and in-person Rules of Golf exams and score processing. Digital Rules Education – Help to expand and improve online educational products and tools offered via web and mobile app. Governance – Involvement with Rules governance process and daily Rules discussion meetings. Championships – Involvement with the Rules side of conducting USGA national championships.

Ticketing

Coordinator, Ticket Operations

Partner with the Manager, Ticket Operations to execute all ticket and credential operations for multiple USGA Championships and Cup events. Oversee customer service operations, provide appropriate direction and messaging for staff and third-party vendors overseeing customer service channels (e.g., AXS Customer Service, digital Chatbox). Draft customer service scripts and FAQ's for customer service teams for each Championship. Supervise and train Championship interns on customer service department policies and procedures. Manage project assignments to Championship interns. This role will be cross trained on all disciplines/platforms (e.g. AXS ticketing platform, Credential platform, Boca printing, etc.).