



## Director of Programs & Operations

First Tee – Sandhills is a youth development organization that strives to positively impact the lives of young people by providing educational programs that build character and instill life-enhancing values through the game of golf at in-school and after-school programs.

### Position Summary

With support from the Executive Director, the Director of Programs & Operations will be responsible for supporting First Tee – Sandhills by providing effective and inspiring leadership for the day to day operations team, oversight and direction of the annual program and outreach calendar with a key focus on the operational objectives and goals, and positively represent the chapter in the communities we serve.

Position will report to the Executive Director and will oversee all who are involved with the delivery of programs and operations, including but not limited to, full time and part time employees, coaches, volunteers, and interns.

### Requirements

- A Bachelor's degree from an accredited college
- Minimum of four (4) years of experience in youth, athletics, or a related field
- A strong leader of teams of people, an experienced project manager, and strong coach
- Proficient computer skills in Microsoft Office and Google Drive; database experience a plus
- Able to work evenings and weekends as needed for execution of roles and responsibilities
- Reliable personal transportation as schedules could require commutes of up to 60 miles one-way
- Lift up to 25lbs and work in variable outdoor weather conditions for up to four hours at a time

### Duties & Responsibilities by Area of Focus

#### Operations Team Leadership

- Oversee training, scheduling, planning, assigning and directing of work
- Determine metrics needed to achieve the mission and goals approved by the Executive Director, while engaging staff, coaches and volunteers
- Evaluate performance of employees; provide development and support that drives teamwork and collaboration
- Oversee the hiring process for annual Internship Opportunities

#### Program Management Leadership

- Oversee chapter volunteer program, including onboarding, scheduling, retention and recognition of existing volunteers, and recruitment efforts for new volunteers
- Manage chapter relationships, program scheduling, and execution with community partners, including schools and other youth serving organizations
- Complete First Tee Lead Coach training, coach at least two classes per week during fall and spring seasons, and actively participate in continued education opportunities for First Tee coaches

#### Strategic Planning & Implementation

- Assist in developing and adhering to the Programs and Operations Budget
- Provide oversight and direction of program design, implementation and evaluation to include scheduling, lesson plans, trainings and other events
- Ensure programs, services and activities have clear goals and outcomes, seasonally
- Ensure all program activities operate consistently and ethically within the organization's mission, principles, and values
- Ensure effective data entry, collection and analysis; identify and evaluate opportunities for improvement and advancement
- Gather and present metrics and materials in conjunction with the strategic planning process and annual amendments

- With support from Communications & Marketing staff, oversee execution of promotional plan to reach program capacity goals while focusing on exposure and opportunities for girls, non-caucasian, and teens
- Lead Expansion in underdeveloped markets of Chapter Service Area

#### Miscellaneous

- Develop, implement, and update program policies and procedures including risk management and child safety procedures with approval from the Executive Director
- Communicate with and submit documentation as required to First Tee Headquarters
- Stay abreast of key external trends and best practices that may impact programs; Makes recommendations for ongoing improvement

#### Preferred Qualifications

- College Degree in PGM, sports administration, business management, education, recreation, or a related field
- Active in First Tee Coach or Program Director training track
- Proven ability to increase participation across multiple consumer profiles (gender, age, diversity)
- Exceptional written and verbal communication, interpersonal relations, and organizational skills
- Knowledge of the game of golf, rules, and etiquette
- Prior youth development experience
- Ability to travel to meet with partner organizations, schools, trainings, chapter, and Network events as required
- Strong time management skills and personal accountability to complete tasks in timely manner

#### Salary Range and Job Type

- Hourly pay, commensurate with experience
- Staff clothing
- Business travel mileage reimbursement
- Cell phone stipend
- Health Insurance stipend
- Continued education & training

#### How to Apply

Applications must be submitted in .pdf format. To be considered, they must include the following:

- Cover Letter
- Resume
- Three (3) references with a direct tie to experiences on your resume from the last two (2) years. References may not be family members. Please include the following for each reference: Full Name, resume experience of association, best phone number, and email address.

#### Contact Information

Courtney Stiles, Executive Director  
Email – [cstiles@firstteesandhills.org](mailto:cstiles@firstteesandhills.org)  
910.255.3035

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel. The incumbent must have the abilities or aptitudes to perform each essential function with or without reasonable accommodation. FTS is a dynamic work environment where positions evolve and change. Therefore, FTS reserves the right to modify, delete, or add job duties, responsibilities, and skills that are stated in this job description at any time.*