



Title: Manager of Member Events & Services
Reports To: Director of Member Services
Status: Full Time/Non-Exempt

Position Summary: Responsible for management, administrative functions and support of Mass Golf Members and Member Clubs in all areas relating to Mass Golf tournaments and events. Assists the Member Services team with all Member and Member Club related programs, services and activities.

Essential Duties and Responsibilities:

- Mass Golf Member Days, Women's Tournaments and Team Tournaments
 - Overall management of the Member Day program including online registration, pre-event communication and coordination with participants and host club staff.
 - Provides support to the Director of Women's Golf and Player Development in the management and administration of Women's Tournaments and Women's Cup Events.
 - Responsible for management and support of Team Tournaments.
 - Coordinates and performs on-site tournament duties including event set-up, registration, starting, monitoring pace of play and scoring.
 - Promotes and ensures a positive experience for players and host clubs at all tournaments and events.
 - Assists with site procurement for future events.
- Member Club Services
 - Assists the Manager of GHIN and IT in providing training and technical support to Member Clubs on the use of Golf Genius/Tournament Management, GHIN and the USGA Handicap System.
 - Assists in the management of the Members Now! program, and the renewal process for Mass Golf/GHIN Membership.
- Other Member Services Programs & Event Responsibilities
 - Assists the Director of Member Services in the management of Mass Golf and USGA programs and events that support and educate our Members and Member Clubs on a wide range of activities and benefits.
 - Contributes to the development and growth of new programs and offerings to engage casual golfers and new Members.

Position Requirements:

- A high interest in golf administration with previous experience in the golf industry.
- Outgoing personality with strong communication and organizational skills.
- Ability to work cooperatively and effectively in a team environment with staff and volunteers.
- Ability to effectively manage numerous projects concurrently.
- Ability to identify, analyze and resolve problems in a timely and efficient manner with an emphasis on responsive member service.
- Working knowledge of the Rules of Golf and tournament administration.
- Proficient with MS Office and CRM programs, USGA GHIN platform and Golf Genius/Tournament Management.
- Valid driver's license and reliable transportation; frequent travel throughout the state is required.
- Ability to lift up to 50 pounds.

Compensation: Commensurate with experience and qualifications. Comprehensive benefits package available including Health, Dental, Life and Disability Insurance, paid time off, and 401(k) plan. Cell phone and travel expense reimbursement. Mass Golf staff apparel provided.

Please send **Resume** and **Cover Letter** via email to Mark Gagne at mgagne@massgolf.org

All applications must be received no later than Friday, December 14, 2018.