



## Operations Associate

**Location:** TriGolf

**Reports to:** Director of Golf Operations

**Position Type:** Part-Time

**Job Category:** Operations

**Wage:** \$15.00/ hr.

**First Tee – Triangle Mission:** To impact the lives of young people by providing educational programs that build character, instill life-enhancing values and promote healthy choices through the game of golf.

**Job Description:** First Tee – Triangle is seeking a collaborative and enthusiastic Operations Associate to grow our culture and the customer experience. In 2020, our organization purchased and took over management of the newly renamed TriGolf driving range. Following the takeover, business has increased significantly, First Tee program registration is at an all time high, and our professional services are in a higher demand. To continue this trend, the Operations Associate is required to support the professional golf operation, pick and clean the range, maintain cleanliness of the facility, run the register, answer the phone, provide excellent customer service and complete other duties as needed. Our goal is to provide country club-like professionalism with a community centric environment accepting of all people regardless of age, gender, race, experience, or background.

The Operations Associate is expected to work flexible hours, weekends, and some holidays.

**Time Commitment:** Approximately 25-35 hours per week

### Responsibilities:

- Maintain the professionalism and culture of the facility
- Operate equipment to pick the range, clean the golf balls
- Ability to run the front register, handle cash, and answer questions appropriately
- Provide a high level of professionalism and customer service
- Day to day operations, supporting inventory sales, and facility appearance
- Ensure proper use of the facility by patrons
- Support strategic plan efforts as directed by the Director of Golf Operations
- Ability to solve problems, multi-task
- Other duties as assigned by Director of Golf Operations

### Requirements:

- Must pass a background check
- Must be able to lift 50 pounds unassisted
- Basic mathematical skill; ability to handle money and make change
- Driver's License Required
- Positive and professional demeanor; must be a team player
- Golf knowledge preferred but not required

Above all, the Operations Associate will consistently provide excellence to all participants, parents, volunteers, co-workers, customers, and community members in a manner that reflects The First Tee's Nine Core Values.