

Program Manager

Job Description

Position Title:	Program Manager
Division/Department:	Youth Programs
Reports to:	Vice President, Impact
Location:	Hybrid role with flexibility to work from the Administrative Office, First Tee – Greater Richmond Golf Facilities, and occasionally from home.
Salary Range:	\$43,000 – \$48,000

JOB SUMMARY

First Tee – Greater Richmond (FTGR) is a youth development organization that uses the game of golf and its inherent values to shape the lives of young people from all walks of life. We are strengthening the character of the community by providing programs that build resilience in our youth, teach critical life skills, and provide caring adult supervision in a safe environment.

The primary responsibilities of the Program Manager are to manage the tools, systems, and people that make year-round youth programming possible in the Greater Richmond area. This includes maintaining the chapter Salesforce database, coordinating volunteer and coach scheduling, ensuring SafeSport compliance, and supporting the delivery of First Tee School Programs and Community Programs. The Program Manager also leads administrative operations such as payroll processing, travel coordination, financial aid, and budget support, while serving as a key communicator to parents, coaches, volunteers, and community partners.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Youth Program & System Support

- Maintain the chapter Salesforce database and provide reporting as needed for programming measurement, evaluation, and fundraising initiatives.
- Build and manage the programming registration portal in Salesforce and respond to parent/guardian questions or concerns.

- Ensure all staff members, Board of Directors, volunteers, and coaches are SafeSport compliant through Sport:80.
- Lead onboarding for new First Tee coaches and volunteers by conducting introductory meetings, facilitating Assistant Coach Training, and pairing new team members with experienced coaches to ensure a high-quality, supportive onboarding experience.
- Update First Tee Alumni contact information to keep previous participants engaged and connected in programs and special events.
- Assist with volunteer and coach recruitment efforts.
- Manage CPR training and tracking for all applicable staff and volunteers.
- Collaborate with the programming team to establish special events and mission-aligned opportunities for youth.
- Manage the volunteer, coach, and summer intern roster and schedules; identify coverage gaps when coaches are unavailable.
- Provide coverage as needed to ensure a proper coach-to-participant ratio (1:6), including support for First Tee Programs, School Programs, field trips, field days, and the LPGA*USGA Girls Golf Program.

Communication

- Provide programming news and mission moments through the bi-weekly programming newsletter.
- Provide coaches with weekly Coaches Corner emails that include updates for the week, upcoming needs for coaches and volunteers, and appreciation recognitions.
- Assist in coordinating social media content with the marketing and programming leadership teams.
- Foster relationships with program participants, families, community partners, and operational staff.
- Create presentations using First Tee's brand guidelines.

Administrative Tasks

- Manage programming calendars and meetings.
- Book travel arrangements for First Tee national and regional opportunities and coach trainings, including hotel accommodations, rental car/airfare, and corresponding registrations.
- Process financial aid requests for qualifying youth and households.
- Create and distribute parent and coach surveys for ongoing feedback.
- Organize and schedule quarterly volunteer and coach meetings in addition to planning semi-annual appreciation events.
- Collect and input observation forms to ensure they are readily available for review; ensure Player Development Professionals are providing timely observations for part-time coaches and volunteers.

Financial

- Process financial aid requests and issue parent or guardian refunds through Stripe in line with FTGR's refund policy.
- Process bi-weekly payroll for part-time coaches and verify timecards for accurate submission.
- Assist Vice President of Impact with managing the Program Activities portion of the department budget.

JOB REQUIREMENTS AND QUALIFICATIONS (education and experience)

- Bachelor's degree preferred in nonprofit management, business administration, education, or a related field; or equivalent certification or relevant work experience.
- Valid Driver's License
- One to two years of coordinating or customer service experience preferred.
- Experience with Salesforce or another CRM system preferred.
- Effective and proactive team communication, facilitation, problem solving, and decision making.
- Experience in identifying and working with program staff and volunteers.
- Charismatic, personable, motivational in working with youth, coaches, and volunteers.
- Able to attend local coach training and regional First Tee meetings as needed.
- Skilled with Salesforce, Google Suite, Microsoft Word, Excel, and PowerPoint, as well as experience with standard office equipment.

OTHER INFORMATION AND EXPECTATIONS

- Maintains adherence to the organization's policy on confidentiality in all matters regarding personnel, financial, volunteer, and other business information about the organization.
- Seeks and participates in continuing education or professional development related to the position, the organization, or both.

WORK ENVIRONMENT, TRAVEL AND EXPECTED WORK HOURS

This position is performed in a traditional office environment with some hybrid flexibility and will require the individual to travel to First Tee – Greater Richmond golf facilities on occasion including:

- The Elson Redmond Memorial Driving in Richmond, VA
- The Tattersall Youth Development Center at First Tee Chesterfield Golf Course in North Chesterfield, VA.
- Belmont in Henrico, VA

The Program Manager role will require 40 hours per week in a supporting role for the youth programming team which operates Monday through Friday, 9:00am – 5:00pm. Some evening and weekend work will be required on occasion to support youth programming, special events, and tournaments.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is required to stand; walk; sit; use hands to handle, or feel objects, tools or controls; use fingers and hands to control computer mouse, type or write; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision, color vision, and the ability to adjust focus.

APPLICATION PROCESS

Email a cover letter, resume, and three references (name, contact information, relation to applicant) to Kelly Brown, Vice President of Impact at kelly@firstteerva.org.

EEO STATEMENT

First Tee - Greater Richmond provides equal employment opportunities (EEO) to all employees and applicants and does not make employment decisions because of or on the basis of race or traits historically associated with race, including hair texture, hair type, and protective hairstyles such as braids, locks, and twists, color, religion, sex, sexual orientation, gender identity, pregnancy, childbirth, or related medical conditions, including lactation, age (40 years of age or older), national origin, disability, marital status, veteran status, or any other basis prohibited by federal, state, or local law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. First Tee – Greater Richmond reserves the right to modify the scope of this position. Factors that may affect this position include, but are not limited to, those related to business needs, organizational structure, industry trends, and individual skills and performance.