

Position: Director of Program Operations

Reports To: Chief Executive Officer

Status: Full time, Exempt

Location: San Antonio, TX

Date Posted: 12/06/2024

Start Date: ASAP

Chapter Overview:

First Tee - Greater San Antonio is one chapter of an international non-profit youth initiative called First Tee. First Tee was created in 1997 by the World Golf Foundation and First Tee - Greater San Antonio was founded soon after, in 2000. The First Tee was founded to provide young people of all ethnic and economic backgrounds an opportunity to develop, through golf and character education, life-enhancing values such as honesty, integrity and sportsmanship.

Mission Statement:

Empowering youth to build character and life skills through the game of golf.

Job Summary:

The Director of Program Operations will oversee the planning, implementation, and evaluation of all youth development programs under First Tee - Greater San Antonio including but not limited to, Life Skills, School & Community Programs. This role will ensure programs meet strategic objectives, support youth participants in building life and leadership skills through golf and maintain alignment with First Tee's key commitments. The Director must be passionate about helping and motivating young people to their full potential and relay that passion to youth participants and organizational supporters. Additionally, this position will manage staff, partnerships, and volunteers to expand the reach and impact of the programs.

Roles and Responsibilities:

Program Leadership

- Oversee the daily operations of First Tee youth programs, including Life Skills Programming, and School & Community Outreach Programs.
- Develop, manage, and implement the annual program calendar to ensure alignment with the strategic goals of the organization.
- Ensure programs are delivered consistently across all locations while maintaining the highest standards of safety and quality.
- Motivate youth participants by fostering a supportive, engaging, and inspiring program environment that helps them develop confidence, character, and resilience.
- Maintain and track program metrics, such as participation rates, retention, diversity, and progression of participants.

Staff, Coach & Volunteer Management:

- Recruit, train, and supervise program staff, ensuring they embody First Tee's core values and mission.
- Provide ongoing professional development, including mental health, coaching, and inclusive training, for coaches and staff.
- Inspire staff, coaches and volunteers to bring passion and enthusiasm to their roles, ensuring that the organization's values and mission are reflected in all interactions with youth.
- Oversight of coach & volunteer programs to support programming, ensuring proper onboarding and coverage.
- Maintain a participant-to-coach ratio of 5:1 to ensure individualized attention and safety for participants.

Partnership & Community Engagement:

- Oversight of relationships with local schools, community organizations, and partners to expand outreach and program delivery.
- Serve as a passionate advocate for youth development through golf, representing First Tee at local events, meetings, and public speaking engagements to promote program growth and visibility.
- Partner with local golf facilities to ensure adequate access for program participants.

Program Development & Expansion:

- Research and conceptualize new programs and emerging trends in youth development, golf education, and community needs to propose new and innovative program ideas.
- Create and execute strategic plans for expanding First Tee programs to new locations and communities.
- Ensure programming remains accessible to youth from diverse backgrounds and maintain affordability for families in need.
- Develop curriculum enhancements, incorporating components including but not limited to, mental health and wellness as well as career readiness.
- Passionately champion the development of youth into future leaders by connecting them with mentors, resources, and opportunities to succeed.
- Identify, support, and facilitate participants' access to national and local opportunities within the First Tee Network. These opportunities may include scholarships, tournaments, leadership programs, internships, and more.

Budget & Reporting:

- Collaborate with leadership staff to develop and manage the program budget, ensuring efficient use of resources.
- Track all program expenditures and ensure they stay within budget.
- Prepare regular reports for the board of directors, funders, and partners on program performance and impact.
- Ensure compliance with all grants and funding requirements, particularly those related to youth development and diversity initiatives.

Other Duties

- Support the execution of special events and fundraising activities when applicable.
- Assist in developing marketing and communications materials to promote First Tee programs and initiatives.
- Participate in ongoing professional development to stay informed on youth development best practices and golf industry trends.

Preferred Experience:

- Bachelor's Degree in sports administration, business management, education, recreation, or related field; Master's degree preferred
- Minimum 5 years of experience in youth development programming, with at least 3 years in a leadership role, preferred.

Required Skills:

- Experience in golf instruction and/or a passion for golf is highly desirable.
- Demonstrated ability to manage teams, develop staff, and cultivate a positive working culture.
- Strong organizational skills with the ability to manage multiple projects and priorities simultaneously.
- Excellent interpersonal and communication skills, with experience in public speaking and community outreach.
- Passionate about helping and motivating young people to be their best selves, and capable of inspiring others within the organization to share in this mission.
- Proficient in program management software and data tracking tools.
- Must become First Tee Coach certified up to Level IV.
- Ability to work evenings and weekends when needed.

Physical Requirements

- Ability to communicate clearly verbally and in writing
- Ability to stand (up to 3-4 hours at a time) and sit, and able to walk up to 1 mile at a time
- Ability to lift to 30 pounds

Work Environment

- Office conditions and;
- Outdoors including working in all conditions including extreme heat and cold

Compensation:

- Salary is commensurate with experience and other qualifications
- Benefits include medical, dental & vision insurance, Simple IRA (matching), PTO, mileage & cell phone reimbursement
- Golf playing privileges & merchandise discounts

Submit resume and cover letter to Kellen Kubasak at kellen@firstteesanantonio.org.