



EMPLOYMENT OPPORTUNITY
Manager of Member Engagement

POSITION SUMMARY

Position: Manager of Member Engagement, Full Time Year Round

Department: Membership

Salary Range: \$45,000-\$50,000

Reports to: Managing Director of Membership and Programs

Staff Support to: CGA Membership and Marketing Committee

ORGANIZATIONAL BACKGROUND

The Colorado Golf Association (CGA) and CommonGround Golf Course (owned & operated by the CGA) share a mission and vision and key organizational values established as the foundation for our organizational culture and provide guidance for employees.

The CGA is committed to creating a diverse and inclusive working environment and is proud to be an equal opportunity employer. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, marital status, national origin, genetics, disability, age, veteran status, or non-merit factors.

JOB DESCRIPTION:

This position is responsible for developing, organizing and executing on Member (golfer) Engagement for the Colorado Golf Association outlined in the CGA strategic plan. Oversight includes supporting, engaging and sharing the member programs and services of the CGA. Activities outlined include but are not limited to: program development and execution, golf instruction and outreach program administration; participant coordination and communication; website updates and administration; onsite assistant coordinator for programs and services; volunteer administration; and exposure to various golf association and golf operations departments.

PRIMARY JOB RESPONSIBILITIES:

- **CGA Member Play Days:** Organize/Conduct 12 or more Member Play Day Opportunities around the state.
- **CGA Women's Golf Clinics:** Oversee women's golf events around the state which will provide both educational and instructional opportunities. Recruit instructors and volunteers.
- **Interclub / Team Competition:** Organize and Execute – CGA Men's Interclub Competition.
- **Member Trips:** Organize International/National Member Trips.
- **Member/Club Support:**
 - Answer daily phone calls through the Membership line (Both member and Club enquiries).
 - Answer daily member/club emails.
 - Assist with Membership email blasts (Lapsed member/AGA Club Communication/YOC Communication).
 - Assist with Monthly Club Insider and Resource Center.
 - Assist with CGA Women's Golf Forum via FaceBook.
 - Assist with annual direct mail campaign.
- **Women's Summit:** Assistant with coordination and execution of event.
- **Club Relations/Promotions:** Attend/Promote CGA Events.
- **Public Golf Operators Meeting:** Coordinate Annual Public Golf Operators Meeting.
- **Colorado Golf Expo:** Assist with the CGA Booth for the Colorado Golf Expo.
- **Fundraising Events:** Assist with Find CommonGround Event.
- **Communications:** Work with Manager of Communications to provide content for social media, Member Insider and CGA Monthly.



COLORADO GOLF ASSOCIATION

- Assist with CGA Community/Wellness programs.
- Assist with CGA Golf In-Schools programs/field trips.
- Assist with volunteer recruitment for all programs.
- Assist with managing website content for membership programs.
- Create and cultivate new program ideas for the future.
- Duties as assigned.

GENERAL JOB RESPONSIBILITIES:

- Ability to identify, analyze and resolve problems in a timely manner.
- Ability to manage projects, delegate duties, and work independently or with a committee.
- Ability to oversee, organize and review the work of subordinate staff.
- Ability to work flexible schedule, including nights and weekends as required.
- Ability to communicate and work cooperatively and effectively with team members.
- Ability to demonstrate attention to detail and avoid mistakes.
- Demonstrate high energy level and flexibility, pleasant persona coupled with sound judgement.

MINIMUM JOB REQUIREMENTS

- Maintain work hours as defined by CGA employee manual.
- Comply with all other expectations as defined in CGA employee manual.
- Computer literate using Microsoft Office.
- Excellent written and oral communication skills.
- Good leadership and organizational skills.
- Self-motivated individual with strong work ethic and enthusiasm.
- Strong background in golf.
- Must possess or be able to obtain a valid Colorado driver's license, provide proof of a safe driving record and maintain a safe driving record and a Colorado driver's license for continued employment.
- Ability to pass a background check.

PREFERRED JOB REQUIREMENTS

- Undergraduate degree from a four-year college or university; or one-three years of related experience and/or training in event management and customer service.
- Knowledge of Golf Genius and GHIN®.

BENEFITS

The CGA offers a competitive employee benefits package, including medical, dental and vision insurance, flexible spending accounts, and a 401k retirement plan along with complimentary access to CGA Membership and CommonGround Golf Course and practice facilities.

TO APPLY

Email cover letter, resume and a minimum of three professional references to:

Erin Gangloff, Managing Director of Membership and Programs – egangloff@coloradogolf.org

Position is open until filled.