



JOB DESCRIPTION

Customer Service Specialist

Founded in 1901, the Northern California Golf Association is one of the largest regional golf associations in the United States, with more than 160,000 individual members who belong to more than 1,400 member clubs throughout Northern California and into Nevada. Its mission statement is “to support and promote the game of golf”. Among other services, the NCGA provides its members with official handicap indexes, owns and operates two golf courses (Poppy Hills and Poppy Ridge- PHI), annually conducts more than 50 championships and over 500 days of competitive golf for all abilities, sponsors casual golf outings, travel, and special events, publishes *NCGA Golf* magazine and NCGA PLUS digital magazine, secures exclusive member discounts on products and services, and created and expanding the Youth on Course (YOC) Foundation.

Customer Service Specialist

Availability: Immediately

Position: 30-Hour/Week **Status:** Hourly

Reports to: Manager Customer Service

Member: Growth Team

Essential Duties & Responsibilities include the following (other duties may be assigned):

OBJECTIVES:

- Provide assistance with customer service needs – club officers and members.
- Other duties as assigned
- Hubspot and Ring Central – handle all incoming emails, calls, and chats with prompt responses, leveraging FAQ’s and strong problem-solving ability.
- Assist with membership cards, and misc administrative needs, etc.
- Supports safe work habits and a safe working environment at all times.
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QUALIFICATIONS

To perform this job successfully, an individual must possess a strong attention to detail, good people skills, a team player attitude, the ability to handle several tasks simultaneously, strong communication, and a strong work ethic. Additionally, must possess a working knowledge for the game of golf. The requirements listed above are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school degree and/or two to three years related experience, or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to write correspondence. Ability to communicate effectively with members, management, vendors/suppliers, the general public and other employees of the NCGA.

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

COMPUTER/BUSINESS MACHINE SKILLS

Comfort with various computer software programs including Microsoft Word.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is continuously required to talk and hear. The employee continuously is required to sit. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision. The employee is occasionally required to lift 15 pounds. The employee is usually indoors in a controlled environment with low noise levels and occasionally outdoors in an uncontrolled environment.

OTHER QUALIFICATIONS

Must have reliable transportation, valid driver's license and provide proof of insurance.

COMPENSATION AND BENEFITS

This is a part-time, hourly position. Salary and benefits are commensurate with experience. Some clothing will be provided, with the employee expected to source and maintain a high-standard of attire at all times. Vacation, holidays, golf benefits and sick time also included.

The Northern California Golf Association is an Equal Opportunity Employer.