



JOB DESCRIPTION

Customer Service Specialist – Part-Time

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 members 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: Part-time **Status:** Hourly (note flexible to evenings and weekends schedules)

Reports to: Manager – Customer Service

Member: Growth Team (Membership, Marketing, and Communications)

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

OBJECTIVES:

1. Provide membership assistance across calls, email, and chat inquiries.
2. Gain exposure to tournament operations and handicapping
3. Other duties as assigned

CORE PROJECTS:

- Hubspot and Ring Central Oversight – handle all incoming emails, calls, and chats with prompt responses, leveraging FAQ’s and strong problem solving ability. Additionally, contribute to tracking core metrics and recommending additional FAQ enhancements.
- Exposure to tournament operations and handicapping department activities to provide working knowledge of overall NCGA organization.
- Assist with membership cards, and misc administrative needs, etc.
- Supports safe work habits and a safe working environment at all times.

QUALIFICATIONS

To perform this job successfully, an individual must possess a strong attention to detail, good people skills, team player attitude, ability to handle several tasks simultaneously, strong communication and organizational skills, and a strong work ethic. Additionally, must possess a passion 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 routine reports and 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

Advanced knowledge of various computer software programs including Microsoft Word and Excel

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. The job requires travel as necessary with overnight stays. NCGA will reimburse mileage expenses at IRS-approved rate.

COMPENSATION AND BENEFITS

This is a full-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. Benefit package includes health, dental and vision insurance. Dependents may be added with a portion paid by the employee. Participation in the company's 401k plan after one full year of employment. Vacation, holidays, golf benefits and sick time also included.

The Northern California Golf Association is an Equal Opportunity Employer.