



Summary

Youth on Course is a nationally recognized non-profit based in Pebble Beach, CA serving more than 100,000 youth through subsidized rounds of golf, high school internships, caddie programs and college scholarships. We are currently experiencing rapid national growth and have a presence in all 50 states and Canada.

Youth on Course has an immediate opportunity and now seeks a highly motivated, detailed, and disciplined Member Success Coordinator. A team-first attitude, with the ability to complete tasks quickly and accurately is a must for this position. Youth on Course provides a fast paced and fun environment in an incredible physical setting. The reports directly to the VP of Programs, but the ability to work with, and for, other team members is vital.

Position Overview

The Member Success Coordinator fulfills a key role within Youth on Course's strategic goals and plays a pivotal role in helping the organization achieve its core purpose. Success in this position hinges on the ability to quickly and effectively utilize technology and databases while also anticipating the needs and requests of a growing membership. Customer-service skills, attention to detail and extreme organization is vital.

Customer Service (80%):

- Answer phone calls, emails and support tickets from parents, members, golf courses and all other Youth on Course constituencies.
- Identify member support issues by proactively running reports and fixing errors to maximize customer experience.
- Facilitate DocuSign contracts and ensure proper and accurate documentation in Salesforce and on website.
- Assist with Salesforce data quality and configuration.
- Maintain company records, print donor receipts and maintain donor databases.
- Other duties as assigned

Internships, Caddies, Scholarships (20%):

- Maintain detailed and accurate records of caddies and interns
- Data entry of caddie loops for participating caddie courses
- Communication with intern and maintaining records of employment status
- Manage scholarship recipient status
- Manage scholar renewal payments and processing.
- Manage our scholarship distribution process for new scholarship recipients

What we expect you to bring to the table:

- A passion for helping youth gain access to life-changing opportunities. You don't need to play golf frequently or be very good, but you should understand the sport and the importance of youth having access to it and the opportunities it can provide.
- Leadership skills—setting priorities, and action plans to work across departments to meet objectives
- A positive, professional attitude and sense of humor—we know not every day is going to be perfect, but our growth plans are exciting and we want someone who can stay cool under pressure, is a pleasure to work with, and supports their fellow teammates.
- Strong oral and written communication skills
- Supreme organizational skills, attention to detail, and the ability to manage logistics for multiple events simultaneously

What you can expect us to bring to the table:

- An open, communicative and results-driven work environment
- Opportunities to continue to improve your skills through ongoing education (conferences, classes, as necessary)
- A beautiful place to work as our offices are located at Poppy Hills Golf Course inside the gates of Pebble Beach
- Some pretty amazing perks: deep discounts on food and golf equipment, complimentary golf at Poppy Hills/Poppy Ridge and of course an occasional beverage (we celebrate wins of all sizes).
- A benefits package that includes: competitive salary, really good medical, dental and vision for you and your family and a generous 401k match, profit sharing and PTO.

Compensation will be competitive and depend upon past experience and qualifications. This full-time position will be based in Pebble Beach and report to the VP of Programs of Youth on Course. Please send all resumes with cover letter and salary requirements to yocjobs@youthoncourse.org. Thank you.