



Washington Golf (WA Golf) and Pacific Northwest Golf Association (PNGA)

Coordinator, Membership Operations

Department: Membership and Club Relations

Location: Tacoma, WA

FLSA Status: Non-Exempt

Reports To: Head of Operations/Director of Membership & Club Relations

Salary Grade: \$50,000 - \$55,000

Benefits: Complete benefits package including company-paid life insurance, medical, vision, and dental plans, disability insurance, 401K plan, and paid vacation.

Description of Company:

WA Golf is dedicated to enriching lives through the many benefits of golf by leading, supporting and promoting the sport in our region. WA Golf has evolved into one of the largest amateur golf associations in the United States providing a multitude of membership benefits and services to more than 95,000 individual members at over 500-member golf clubs throughout the state of Washington and Northern Idaho. Visit www.wagolf.org for more information.

The Pacific Northwest Golf Association (PNGA) is a 501(c)3 charitable, international amateur golf association. The PNGA is dedicated to preserving the true spirit of golf by supporting our members associations, conducting quality championships and promoting activities beneficial to golfers in the Pacific Northwest. For over 125 years, the Association has been a pioneer in developing competitions and services and its mission has grown and evolved. Today, the PNGA remains committed to being a truly “regional” organization providing benefits to its member associations throughout the Pacific Northwest. Visit www.thepnga.org for more information.

WA Golf and PNGA are both governed by a separate volunteer Board of Directors comprised of men and women from private and public golf clubs, representing every geographic region of each association. WA Golf and PNGA employs and shares a full-time staff of 16, headed by a CEO/Executive Director, with offices located in Tacoma, Washington. Under the direction of the Board of Directors and in conjunction with a number of standing committees, the staff administers the day-to-day affairs of the Associations. WA Golf and the PNGA also cooperatively own and operate a golf course, The Home Course, in DuPont, Washington.

About the Position:

The Coordinator of Membership Operations provides essential administrative and operational support to the Membership and Club Relations Department, assisting the Director, Assistant Director, and Manager in executing department responsibilities efficiently and providing exceptional customer service to both individual members and member clubs. This position is responsible for handling various administrative tasks, member and club support functions, and internal coordination to ensure smooth operations within the Membership and Club Relations Department. The ideal candidate is organized, detail-oriented, and capable of multitasking in a fast-paced environment.

Essential Duties and Responsibilities:

Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Delivers exceptional customer support to member clubs, member club facilities, and individual members, ensuring a seamless and positive experience. Responsibilities include promptly responding to inquiries via phone, email, and chat, maintaining accurate membership records, and updating the HubSpot Knowledge Base to provide clear, accessible, and up-to-date information.
- Supports members with online membership join and renewal inquiries while providing administrative assistance for MemberPlanet onboarding, training, and resources to member clubs. Additionally, contributes to the ongoing improvement and maintenance of the MemberPlanet platform to enhance user experience and functionality.
- Assist with the distribution of handicapping materials and tracking club compliance while providing administrative support for GHIN services, Handicap Chair communications, and Handicap Procedures Committee.
- Assist with managing and maintaining strong relationships with all Club Representatives by helping to facilitate clear and consistent communication, ensuring they have a comprehensive understanding of the organization's services and activities, which includes assisting in the solicitation and planning of the Annual Meeting, ensuring effective coordination and participation.
- Assist with all educational seminars and webinars for Handicapping and Course Rating.
- Support the Associate Club Program and assist in the implementation of any new club-related initiatives to enhance membership engagement and growth.
- Provide administrative support for Youth on Course and U on Course membership and programming, ensuring effective coordination with partnering facilities. Additionally, assist with special programs such as the Hole-in-One Program and Multi-Member Rebate, helping to streamline processes and ensure a positive experience for participants.
- Provide logistical and administrative support with coordinating WA Golf's recognition programs, including Handicap of the Year, Course Rater of the Year, Club Representative of the Year, and Club Champion solicitation.
- Assist with assuring that the membership pages on the web sites are up-to-date. Duties include creating and/or updating information in close cooperation with the Communications and Marketing Department.
- Assists with the coordination and of all other special events or meetings. This includes all golf shows and the PNGA Hall of Fame and/or Distinguished Service Award Banquets.
- Handles and performs special projects and other duties that may be assigned by the Head of Operations or CEO.
- Under the direction of the CEO and in accordance with WA Golf and PNGA budgets, attends necessary meetings, educational seminars, and other related functions.
- Office Hours: 8:00 a.m. and 4:30 p.m.

Position Requirements:

The requirements listed below 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.

- Experience in administrative support or customer service.
- Ability to handle member and member club inquiries professionally and efficiently.
- Strong problem-solving skills.

- Strong organizational and multitasking skills.
- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office Suite (Teams, Word, Excel, Outlook) and familiarity with CRM system like HubSpot.
- Ability to work under pressure and meet deadlines.
- Highly motivated.
- Ability to work accurately with close attention to detail.
- Ability to study and apply new information.
- Basic golf knowledge.

Physical Demands:

While performing the duties of this job, the employee may be required to lift and/or move up to 100 pounds. The employee may be required to stand for long periods of time and walk long distances.

Application Process:

Please forward cover letter and resume to:

Shari Jacobson, Head of Operations and Director of Membership and Club Relations
3401 South 19th St, Suite #200
Tacoma, WA 98405

E-Mail: sjacobson@wagolf.org

No phone calls, please. Interviews for those selected will be conducted at the WA Golf/PNGA Offices as soon as practicable. The position will remain open until filled.