



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

Office Administrator

Department: Administration

Location: Tacoma, WA

FLSA Status: Non-Exempt

Reports To: Senior Director of Operations and Executive Support

Compensations: Hourly; equivalent to approximately \$24.00 – \$25.00 per hour (based on a full-time schedule, \$50,000 – \$52,000 annually).

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

Description of Companies under WA Golf:

WA Golf is dedicated to enriching lives through the many benefits of golf by leading, supporting and promoting the sport in our region. As one of the largest amateur golf associations in the United States, WA Golf serves over 96,000 individual members at over than 500-member golf clubs in Washington and Northern Idaho, offering a wide range of membership benefits and services. Learn more at www.wagolf.org.

WA Golf also manages the Pacific Northwest Golf Association (PNGA), a 501(c)(3) charitable international amateur golf association. For over 125 years, the PNGA has been a pioneer in developing competitions and services that preserve the true spirit of golf. Today, it remains committed to supporting member associations, conducting high-quality championships, and promoting initiatives that benefit golfers throughout the Pacific Northwest. Visit www.thepnga.org for more information.

WA Golf and the PNGA operate under separate volunteer Boards of Directors but share a full-time staff of 18, led by a CEO/Executive Director. Headquartered in Tacoma, Washington, the staff manages daily operations under the direction of the Board and various standing committees.

WA Golf and the PNGA jointly own and operate The Home Course in DuPont, Washington. As a wholly owned subsidiary of WA Golf, The Home Course is managed by a General Manager, supported by both full-time and seasonal staff. WA Golf provides strategic oversight and staff support as needed, with the WA Golf CEO overseeing operations on behalf of the organization.

About the Position:

The Office Administrator serves as the first point of contact for visitors and callers, creating a welcoming and professional environment at the front reception area. This position plays a key role in the smooth daily operations of the organization by providing comprehensive administrative and office support across multiple departments. The Office Administrator ensures efficient communication, coordination, and assistance for staff. The ideal candidate is organized, detail-oriented, personable, and proactive, and capable of managing multiple tasks while maintaining a high level of professionalism and customer service.

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.

- Serve as the first point of contact for visitors and incoming calls, ensuring a courteous, timely, and professional experience.
- Answer, route, and manage incoming calls and emails; maintain the phone system, including voicemail greetings, staff directories, and updates for holidays and events.
- Oversee daily office operations to ensure a productive and efficient work environment.
- Order, track, and stock office and kitchen supplies; manage vendor relationships for office needs including janitorial, water service, copier maintenance, and building management.
- Maintain and operate the postage machine; handle all incoming and outgoing mail and parcels, coordinating deliveries with USPS, FedEx, UPS, Amazon, and others.
- Coordinate new employee onboarding tasks such as door codes, copier access, welcome kits, and internal announcements.
- Order and distribute business cards, name badges, staff and board apparel, and signage as needed.
- Maintain the organization's master calendar and support internal communications related to office logistics.
- Coordinate logistics for internal and external meetings including Board and Committee meetings, Annual Meetings, and other specials events, handling RSVPs, food ordering, accommodations, seating, printed materials, and on-site support.
- Provide support for internal events such as holiday parties and staff gatherings.
- Maintain and update member and organizational records in HubSpot CRM, including mailing addresses and reporting based on vendor feedback.
- Manage WA Golf Youth on Course facility mailings and replenishment requests.
- Support fulfillment of departmental mailings, promotional items, and prize distributions
- Perform special projects and other duties as assigned by the CEO/Executive Director, Senior Director of Operations and Executive Support, or other department leaders.
- Office hours are Monday through Friday, 8:00 a.m. to 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 all customer inquiries professionally and efficiently.
- Strong problem-solving skills.
- Strong organizational and multitasking skills.
- Ability to take initiative and prioritize tasks; good time-management, organizational, problem prevention and problem-solving 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 is a plus.

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, Senior Director of Operations and Executive Support

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.