



JOB DESCRIPTION

JOB TITLE: GSGA Junior Tour Operations Management Intern

EMPLOYER: Georgia State Golf Association

DEPARTMENT: Junior Golf

REPORTS TO: Director, Junior Golf

EFFECTIVE DATE: 1/22/2024

SUMMARY: The Operations Management Intern is responsible for overseeing the onsite administration of tournaments in the association's GSGA Junior Tour which is a competitive tour with over 1,500 members offering 140+ tournaments for golfers of all abilities. This position requires a good working knowledge of tournament operations and GSGA Junior Tour policies and best practices. The Operations Management Intern also leads a team of tournament staff who conduct the Tour's events and activities. This position requires the ability to travel in a personal vehicle within the state of Georgia and work weekends as needed.

DUTIES AND RESPONSIBILITIES:

- Oversee onsite administration of GSGA Junior Tour events
 - Assume role as GSGA Junior Tour representative with host venue personnel and Tour members during event
 - Oversee onsite operations and registration for tournaments
 - Serve as onsite point person for Rules questions while seeking input from Director, Junior Golf or Manager, Junior Golf as necessary
 - Oversee starting and scoring of players
 - Maintain control of staff expenditures throughout the tournament
 - Work with host venue personnel on course set-up to ensure best product
 - Oversee and lead efforts with GSGA Junior Tour pace of play program and Code of Conduct
 - Manage and lead onsite operations intern staff
 - Effectively communicate daily responsibilities to each intern
 - Any reprimands or incidents are to be documented immediately and followed up with by the Director, Junior Golf or Manager, Junior Golf
 - Ensure tournament results are entered into Blue Golf
 - Monitor weather and keep staff, players, and parents informed of any delays or cancellations
- Oversee maintenance of tournament equipment and supplies
 - Oversee the proper use, handling and packing of all tournament equipment, especially electronic equipment
- Provide customer support as needed during tournament

SUPERVISORY RESPONSIBILITIES:

- Directly supervises 2 to 6 operations interns during a tournament
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws
- Responsibilities include assigning and directing work, appraising performance, and referring inadequacies and complaints to Director, Junior Golf or Manager, Junior Golf

QUALIFICATIONS:

- Minimum of High School Diploma or equivalent required
- Completion of GSGA Junior Tour Operations Internship program for a minimum of one tournament season (Spring, Summer or Fall) preferred
- Knowledge of the game of golf and its Rules preferred
- Strong written and verbal skills desired
- Knowledge of Microsoft Office and other computer programs desired
- Attention to detail, strong organizational and leadership skills desired

COMPETENCIES:

- **Diversity** - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment
- **Ethics** - Treats people with respect; Works with integrity and ethically; Upholds organizational values
- **Adaptability** - Able to deal with frequent change, delays, or unexpected events
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance
- **External Working Relationships** – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.
- **Organizational Support** - Follows policies and procedures; Supports organization's goals and values
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Continually required to stand
- Frequently required to walk
- Frequently required to sit
- Frequently required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Continually exposed to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is usually moderate
- The employee must occasionally lift and /or move up to 50 pounds
- The employee must frequently drive and operate a golf cart

ADDITIONAL REQUIREMENTS:

- Interns will be required to work 3-4 days per week during summer season (May 28 – July 12). Additional opportunities to work season-ending events are available, based upon performance and need, from July 15-28.
- If hired, interns will be required to attend one day of virtual staff training using the Zoom platform during May 16-24 (exact date TBD).

- **First-year employees ONLY** will be required to attend one day of in-person training at GSGA Headquarters during May 16-24 (exact date TBD). Training session(s) will be compensable time.

COMPENSATION:

- \$16.50/hour. Interns should expect to work on average 20 – 30 hours per week.
- Mileage reimbursement for work-related travel and time spent driving a personal vehicle to/from events will be compensable time.
- Travel expenses for work purposes will be covered by the GSGA (meals, lodging, etc.).
- Staff clothing provided

TO APPLY:

- Please visit www.georgiajuniorgolf.org/jobs for further information and to apply directly.
- For any questions please contact the GSGA Junior Tour office at (770) 850-9040 or juniortour@gsga.org.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.