Founded in 1901, the Northern California Golf Association is one of the largest regional golf associations in the United States, with more than 150,000 individual members who belong to more than 1,200 member 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, secures exclusive member discounts, and created and is expanding the Youth on Course (YOC) Foundation.

CUSTOMER SERVICE ADMINISTRATOR

Availability: Immediately
Position: Full-time       Status: Hourly
Reports to: Director of Growth
Member: Growth Team

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

- Handle all incoming emails, plus chat/HubSpot and phone calls/Ring Central with prompt responses, leveraging FAQ’s and strong problem-solving ability.
- Assist with membership cards, meeting planning (Ambassadors and Member Planet) and misc printing, etc.
- Serve as the voice of the member by ensuring customer feedback is clearly captured and conveyed to the Growth team to enable ongoing improvement of NCGA benefits and services.
- Demonstrate functional skill to troubleshoot and resolve database management issues and general member inquiries over the phone in a single customer interaction to maximize the customer experience, with demonstrated ability to articulate relevant information and directions in an organized and concise manner.
- Produce customer service-related reports, as needed, providing key metrics, insights, and recommendations based on current trends and volume of requests.
- Create standard responses to update FAQs with new customer service questions for approval by management.
- Learn products and integrations to better respond to club/member inquiries on usage and product adoption.
- Occasionally attend day and evening, week/weekend events, to assist with customer service issues/inquiries.
- *NCGA GOLF list* updates and digital list management

**Qualifications:**

- Experience with a CRM or helpdesk platform, such as HubSpot, Salesforce, or Zendesk or other similar systems.
- Advanced knowledge of various computer software programs including Microsoft Office and Google Suite.
- Demonstrated ability to establish and maintain effective relationships with customers. Effectively gains the customer’s cooperation to work through the troubleshooting process, ensuring customer problem resolution.
• Excellent organizational, written and 1:1 oral communication skills – You will be expected to convey golf-specific information over both phone and email.

EDUCATION and/or EXPERIENCE
Associate degree and minimum two-years related customer service experience.

Experience with a State and Regional Golf Association and/or Allied Golf Association OR experience with GHIN Handicap Management Program, USGA Tournament Management powered by Golf Genius, or other similar systems is preferred but not required.

LANGUAGE SKILLS
Ability to write routine reports and correspondence. Ability to communicate effectively with guests, 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, Excel and HTML.

REASONING ABILITY
Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

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. Wages 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.

To apply, please address cover letters to Jamie Cordova, Director of Human Resources, and forward along with resumes to:
• E-mail: jcordova@ncga.org

The Northern California Golf Association is an Equal Opportunity Employer.