

First Tee – Greater Charlotte **Programming Intern**

Mission: To impact the lives of young people by providing educational programs that build character, instill life-enhancing values and promote healthy choices through the game of golf.

Reports to: Program Director of First Tee – Greater Charlotte

Employment Status: Un-paid Internship

Job Summary: The Programming Intern is responsible for assisting the Programming team in guiding and coaching young people to become responsible future citizens and committed, active golfers and positively impact their lives through the First Tee Golf and Life Skills Experience using lesson plans and the First Tee Coach Building Blocks.

Roles and Responsibilities

Programming:

- Maintain a professional and cordial attitude towards co-workers, volunteers, participants and their parents
- Become familiar with the delivery of PLAYer, Par, Birdie and Eagle lessons
- Model the First Tee Nine Core Values
- Maintain consistent and regular attendance
- Commence and end scheduled lessons on time
- Convey the chapter's brand image to the public
- Help with monitoring the quality of equipment and inform the Program Director of equipment needs
- Assist in maintaining and organizing all equipment storage areas
- Assist Program Director with the development of new procedures and programs to improve student retention including recognition and longevity awards
- Provide Program Director with accurate participant class attendance records
- Provide Volunteer Coordinator with accurate attendance records
- Make the game fun for youth participants
- Provide a safe and fun environment for all participants
- Demonstrate exceptional communication, fiscal management and managerial skills
- Adhere to the standards of the First Tee Code of Conduct
- Be charismatic, personable, and motivational in working with youth

Administration:

- Handle walk-in participants, volunteers, potential donors and parents in a polite and courteous manner
- Operate standard and specialized office equipment
- Act as receptionist when needed and receive and screen the First Tee visitors and telephone calls and take messages and reports

- Provide factual information regarding inquiries about the First Tee programs and activities, as well as the First Tee home office programs and opportunities
- Create flyers and notices to participants and parents regarding schedule changes, special events and related routine communication
- Assist Programming team with writing thank you letters on a periodic basis
- Assist Program Director in the creation of promotional brochures to increase awareness of the facility
- Proofread and check typed and other materials for accuracy, completeness, compliance with the First Tee policies, and correct English usage, including grammar, punctuation, spelling

Requirements:

Ability to give excellent customer service, communicate clearly and concisely in oral and written English. Read, understand, and apply established policies of the First Tee participant services department. Follow oral and written instructions. Work under the pressure of time deadline and perform multiple tasks concurrently. Assess the critical importance of information received from various sources.

Deal effectively and compassionately with the public under normal and confrontational circumstances.

Establish and maintain effective working relationships with those contacted in the course of work. Learn to operate specialized department/office equipment and read and interpret specialized department documents. Operate a personal computer, including spreadsheet and word processing programs, and learn specialized First Tee programs.

Possess an appropriate Driver License with a driving record acceptable to the First Tee.

While performing the essential functions of this job, the employee must be able to sit or stand for periods of time and may spend time indoors, in a controlled environment, and outdoors in an uncontrolled environment. The employee may experience a low noise level in the work environment, have excellent uncorrected hearing and a clear unaccented easily understood voice when communicating with the public in person and by telephone. Stoop, bend, kneel, and lift up to 50 lbs. Use keyboard equipment for lengthy periods of time.

Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work from the Immigration and Naturalization Service.

Bilingual fluency in English and Spanish is desirable.

Complete a background check.

Ability to apply common sense understanding to carry out instructions furnished in writing, oral, or diagram form. Ability to deal with problem involving several concrete variables in standardized situations.

Consistently provides service excellence to all participants, parents, volunteers and co-workers in a manner that reflects the First Tee's Nine Core Values: Honesty, Integrity, Sportsmanship, Respect, Confidence, Responsibility, Perseverance, Courtesy, Judgment.