



Manager of Customer Support

Reports To: Director of Member Services

Start Date: As Soon as Possible

GAP (Golf Association of Philadelphia) is seeking a Manager of Customer Support. With an outstanding track record and reputation within the Allied Golf Association community, GAP is celebrating its 125th Anniversary in 2022 and is looking to add to its team.

The qualified applicant must have experience in the golf industry, as he/she will be the primary contact in charge of supporting software products that GAP provides to its 330 Member Clubs and its 90,000 individual members. Knowledge of Golf Genius Tournament Management and/or USGA Admin Portal is preferred, as is an understanding of golf tournaments, including knowledge of various formats.

Support consists of a great personality, strong communication skills and the ability to balance inquiries in phone, email and live chat formats.

The Manager of Customer Support will also be responsible for club and individual member support on any items regarding the World Handicap System and Rules of Handicapping, including editing scoring history and explanation of handicapping safeguards. A general knowledge of the Rules of Handicapping is required with the expectation that the individual will earn a certification shortly after starting.

This individual is also expected to annually attend the GHIN Users Meeting to continue education and growth on items related to the GHIN platform.

A clean driving record and reliable transportation is a must, with periodic travel required for offseason webinars and individual club training. In addition to the primary duties, this individual will also be asked to support other areas of the Association such as Member Services and Championships, as needed.

Requirements

- Main contact for all support questions for GHIN and Golf Genius
- Manage supply ordering and invoicing for member clubs
- Assist in annual educational opportunities

- General knowledge of the Course Rating System, primarily being the main contact for Stroke Index Allocation questions and implementation
- Support member club benefit programs (i.e. computer equipment, tablets, supplies, etc)
- Annually attend GHIN Users Meeting

Salary: Commensurate with experience

Benefits: Health insurance, Medical Reimbursement Plan, Two weeks vacation in year one, Travel Expenses Covered, 401K program

GAP (Golf Association of Philadelphia) is the nation's oldest state or regional golf association. With over 300 member clubs and 90,000 individual members, GAP is a USGA Allied Golf Association in eastern Pennsylvania, the southern half of New Jersey and Delaware. GAP has a staff of 20 at headquarters in Broomall, Pa., just outside of Philadelphia.

To Apply: Send Cover Letter and Resume to jobs@gapgolf.org