



## **GAP Member Services Coordinator**

The Golf Association of Philadelphia (GAP) is looking for a skilled, passionate and personable individual as a Member Services Coordinator. The qualified applicant must have interest and experience in the golf industry to help service a growing membership of 110,000 individual members and 340 clubs. During the active GAP Score posting season (April 1 – November 14), support for both Member Clubs and individuals will occupy most of this position's time.

**Reports To:** Director of Member Services

### **Duties and Responsibilities**

In this position, the qualified candidate will be expected to handle a variety of roles within the Member Services department including:

- Provide support via phone and email for core services, including the World Handicap System, GHIN Admin Portal and App, and the Course Rating System
- Support and Training Member Clubs on the Golf Genius Tournament Management product suite
- Education seminars for Member Clubs
- Course Measuring in advance of scheduled USGA Course Ratings
- GAP Member Play Days, including both preparations leading up to events and on-site administration
- Monitor compliance and maintain records of Member Clubs, including an end-of-year Report Card summary of club performance
- Assistance in administration and scheduling of GAP Travel, including both domestic and international member trips
- Utilization of HubSpot to provide insights for membership programs and increase member engagement
- Other duties as assigned by the Director of Member Services

### **Qualifications**

- Four-year college degree or equivalent training
- Microsoft Excel proficiency
- Strong communication skills, both oral and written
- Passion and interest in golf and its various formats

- Rules of Handicapping and knowledge of the Golf Genius Tournament Management software preferred
- Ability to work within a team setting

**Salary:** Commensurate with experience

**Benefits:** Health Insurance, Medical Reimbursement Plan, Two weeks vacation in year one, Travel Expenses Covered, 401k contribution

**About GAP**

GAP was founded in 1897 and is the nation's oldest state or regional golf association. GAP is comprised of nearly 350 Member Clubs and 110,000 Individual Members. Headquartered in Broomall, Pa., GAP has 27 full-time staff members. GAP runs events on nearly 200 days each calendar year throughout the region.

Interested candidates should send a cover letter and resume to Steve Latos, Director of Member Services, at [slatos@gapgolf.org](mailto:slatos@gapgolf.org).