



## Parent & Participant Communications Intern

Position posted December 15, 2021, Apply Before February 15, 2022

**Wage & Hours:** \$10/hr, 15-25 hrs/week depending on candidate

**Location:** Grand Rapids, MI

## Position Description

This internship will be focused on communicating directly with our lower-income families. The position requires significant phone calling, emailing, and texting. The intern will be tasked with calling past participants to share future program opportunities, problem solve on challenges of access including transportation and language. Intern will be responsible for tracking communication with families and determining the root issue if their child is not able to participate.

First Tee strives to be a program that is accessible and available to all, and this position will help come alongside our most vulnerable families and encourage them to participate in First Tee programs. The intern in this position will need to understand First Tee's programs, locations, opportunities, and limitations for each conversation with families.

The ideal candidate has outstanding communication skills (calling, texting, and emailing), empathy, a problem-solving attitude, interpersonal and organizational skills, an optimistic 'can do' attitude, and is proactive and flexible. The candidate selected will also have a passion for working with at-risk youth and knowledge of the game of golf.

## Organization Overview

The Lake Michigan Junior Golf Association was established in 2006 but soon shifted its focus to creating a chapter of the First Tee. First Tee - West Michigan officially became a chapter on June 23, 2011.

First Tee - West Michigan is one of 150 First Tee chapters worldwide. First Tee was created in 1997 by the World Golf Foundation to use golf and character education to provide kids and teens of all backgrounds an opportunity to develop life-enhancing values like honesty, integrity and sportsmanship. By engaging in a combination of life skills, leadership and golf activities, First Tee's programs will help kids and teens become valuable assets in their community and eventually, high-character, high-integrity men and women.

At First Tee - West Michigan, we are highly focused on reaching out to at-risk and disadvantaged youth. We want kids and teens to see the beauty of the golf course, learn the skills they need to succeed in life, and build relationships with those who care for their well-being.

## Job Summary

This position focuses on communication with participants and their families. Job functions include:

- Enhance and strengthen the relationship between First Tee and it's at-risk, low income families by improving communication and communication tracking
- Design and create text campaigns for at-risk students based on geography and current opportunities.
- Track all communications with families through HubSpot, First Tee's CRM tool.
- Email and call various constituencies on a frequent basis
- Empathy, patience and excitement to serve and work with students from challenging backgrounds
- A knowledge of the game of golf, and an ability and desire to work directly with students
- Maintain a clean and professional work environment
- Coach First Tee Programs at least two days per week

# Qualifications

The following characteristics are necessary for success in this position:

## Communication Skills

- Strong use of the written English language, including grammar, spelling and punctuation
- Active listener
- High emotional IQ
- Ability to problem-solve
- Unafraid of picking up the phone with a stranger

## Technical Skills

- Computer savvy
- Comfortable learning online database systems
  - Hubspot, G-Suite (Google), Asana, Salesforce, Slack, are used with frequency
- Golf knowledge

## Personal Characteristics

- A love for youth (age 7 to 17)
- High Integrity
- A servant heart
- High attention to detail
- Strong memory
- Ability to focus in a high-energy environment (open office)
- Flexible
- Organized
- Personally accountable
- Outcome driven
- Efficiency seeker
- Challenger
- Patient

## Interested?

Please submit a cover letter, and resume to the following email: [hr@thefirstteewestmichigan.org](mailto:hr@thefirstteewestmichigan.org)

Contact: Ben Elenbaas, Administrative & Accounting Coordinator and Taylour Boer, Program Director.

Telephone: 616-208-1177

Website Address: [www.firstteewestmichigan.org](http://www.firstteewestmichigan.org)

Watch this video for an overview of First Tee - West Michigan:

<https://www.youtube.com/watch?v=py0mtv16s64&t=1s>

