



JOB POSTING

VIRGINIA STATE GOLF ASSOCIATION

Title: Manager, Member and Club Services

Reports To: Director, Member and Club Services

Location: Midlothian, Virginia

About the VSGA

Founded in 1904, the Virginia State Golf Association (VSGA) is a 501(c)(3) nonprofit that serves more than 300 member clubs and 85,000 golfers throughout the Commonwealth. As an Allied Golf Association of the United States Golf Association, the VSGA is the trusted steward of amateur golf in Virginia, dedicated to promoting the game and supporting the clubs and golfers that play it. The association provides handicapping services through the World Handicap System, manages the state's course rating and measuring program, and offers a full calendar of championships and events for players of all ages and skill levels. The VSGA also delivers value through its VIP Card program, adaptive golf initiatives, educational opportunities, and a broad range of communications and member benefits that strengthen and celebrate the Virginia golf community.

Position Overview

The Manager, Member and Club Services is responsible for leading the association's adaptive golf efforts while providing high-quality support to member clubs and golfers. This in-person role will coordinate adaptive golf programs, grants, and resources; serve as a contact for GHIN, Golf Genius, and World Handicap System questions; assist with course rating activities and communication; and contribute to membership growth and retention initiatives. A successful candidate will be passionate about expanding access to the game, comfortable working directly with clubs and golfers, and able to manage a variety of service-oriented responsibilities throughout the Commonwealth of Virginia. Responsibilities include:

Adaptive Golf

- Lead the VSGA's adaptive golf initiatives, serving as the central coordinator for programs, events, equipment, and partnerships that support golfers with disabilities.
- Develop and maintain relationships with clubs, instructors, adaptive sports organizations, and community partners to expand access and participation.
- Plan, coordinate, and deliver adaptive golf clinics, play days, outreach programs, and supporting educational materials.
- Recruit, manage, and support adaptive golf volunteers to ensure high-quality experiences at clinics, programs, and events.
- Oversee the VSGA adaptive golf grants program, including application review, communication with applicants and recipients, and post-award follow-up and reporting.
- Create, manage, and promote an adaptive golf resource center for golfers, clubs, instructors and community partners.
- Ensure that adaptive golf programming aligns with VSGA's mission, policies, and industry standards.

Member & Club Support

- Serve as a resource for member clubs and golfers on all matters related to GHIN, Golf Genius, and the World Handicap System.
- Educate club staff, handicap committees, and golfers on the WHS rules through webinars, in-person trainings, and written resources.
- Manage VSGA interns involved in Member Services, including assigning projects, providing guidance, and reviewing their work.

- Collaborate with VSGA staff and technology partners to identify and resolve system issues, improve workflows, and enhance the overall user experience.

Membership & Growth Initiatives

- Support membership growth and retention efforts in collaboration with VSGA staff, including outreach to current and prospective member clubs and golfers.
- Analyze membership trends, club engagement, and usage of handicapping and tournament tools to identify opportunities for improvement.
- Develop member-facing resources, communications, and campaigns that promote the value of VSGA membership.

Course Rating

- Assist the course rating team with scheduling, coordination, and communication with facilities.
- Lead on-site course rating activities, as needed, including data collection and documentation.
- Support post-rating work, including data entry, verification, follow-up tasks, and coordination with VSGA staff.
- Review and communicate course rating results with clubs, helping staff and committees understand outcomes and implications for their golfers.

General Administration & Collaboration

- Maintain accurate records of member and club interactions, issues, and resolutions.
- Provide input on policies, procedures, and resources related to handicapping, course rating, membership, and adaptive golf.
- Collaborate with other VSGA departments (competitions, communications, member programs, etc.) to ensure consistent, high-quality service to clubs and golfers.
- Represent VSGA at meetings, events, and conferences as assigned.

Qualifications

- College degree is preferred.
- Demonstrated experience in customer or member services, preferably in golf, sports administration, or association management.
- Excellent communication skills, both written and verbal, with the ability to explain technical or rules-based concepts clearly to varied audiences.
- Strong organizational skills and attention to detail, with the ability to manage multiple priorities and deadlines.
- Genuine interest in supporting adaptive golf and golfers with disabilities.
- Ability to travel independently and with staff and/or volunteers for association business

Compensation & Benefits

- Salary is commensurate with experience and qualifications.
- Paid medical and dental insurance after 90 days of service.
- Life insurance, short-term and long-term disability after 90 days of service.
- Eligible to participate in company 401K including company contribution after one year of service.
- Paid time off (PTO) and paid holidays.
- Paid expenses while on business travel.
- Monthly cell phone stipend to compensate for business related costs.
- Use of pool vehicles for company business.

To Apply

Interested candidates should email a cover letter and resume to mwalder@vsga.org. Interviews for those selected will be conducted as soon as practicable. The position will remain open until it is filled.