**TOURNAMENT OFFICE MANAGER**

**summary**

The Tournament Office Manager will serve as the frontline ambassador for staff, providing exceptional customer service on the phone, online, and in person to Tournament fans, volunteers, vendors, partners, PGA TOUR personnel, and Century Club members.

**RESPONSIBILITIES**

*Responsibilities include, but are not limited to, the following:*

* Operate multi-line telephone system to answer incoming calls, directing callers to appropriate team members
* Welcome on-site visitors, determining visitors’ needs to provide efficient and accurate assistance
* Compose email responses to fans’ customer service inquiries
* Compile informational guides for tournament volunteers
* Manage Lost and Found process, including collection, notification, and follow-up
* Provide administrative support to other team members and departments such as mailing, shipping, photocopying, and collating
* Ability to multi-task in a fast-paced environment requiring mental stamina as event moves closer
* Extended and weekend hours required during Advance and Tournament Weeks, January 14-27, 2019

**Qualifications**

* Proficiency in Microsoft Office, including Word, Excel, and Outlook
* Ability to provide a high level of customer service
* Must be able to multi-task and be extremely detail-oriented

**POSITION DETAILS**

* Part-time, temporary, nonexempt
* Employment Dates: January 2, 2018 – January 31, 2019