



The Carolinas Golf Association (CGA), founded in 1909, is a 501(c)(3) not-for-profit organization dedicated to promoting and protecting golf in North and South Carolina. As the governing body of amateur golf in the Carolinas, the CGA upholds a rich tradition of golf advocacy, competition, and education, serving over 218,000 members, 650 clubs, and organizing 350+ tournaments annually.

**Job Title:** Member Services Associate (*full-time, non-exempt*)  
**Reports to:** Director of GHIN & IT Services  
**Start Date:** January 6, 2025

**Purpose:**

The Member Services Associate provides first-level support to Carolinas Golf Association (CGA) Members and Member Clubs. This role ensures members and clubs receive prompt assistance with various golf-related products and services, contributing to a positive customer experience. This position is a part of the Golf Association Services of the Carolinas supporting the CGA, South Carolina Golf Association, and the Women's South Carolina Golf Association.

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**Key Responsibilities:**

- Serve as a contact for CGA members and CGA Member Clubs, addressing inquiries and issues related to membership and Handicap Index® management.
- Provide support related to GHIN (Golf Handicap Information Network) products, ensuring accurate assistance with Handicap Index management to golfers and club staff.
- Offer golfer and club support for Golf Genius Tournament Management software, including troubleshooting and user guidance for tournament registration and other features.
- Assist with CGA Interclub, answering questions and providing guidance to participants and club staff.
- Maintain a high level of customer satisfaction by responding to inquiries promptly and professionally.
- Additional responsibilities may be assigned based on the candidate's skills and qualifications.

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**Qualifications:**

- Strong communication and customer service skills.
- Working knowledge of specific software programs (GHIN, Golf Genius, HubSpot, and Intercom) are a plus.
- Ability to troubleshoot basic software issues and provide clear guidance to users.
- Excellent organizational skills and attention to detail.
- Ability to work independently and as part of a team.
- Work as scheduled in-person at Carolinas Golf House with some remote work flexibility possible.

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**Compensation & Benefits:**

- Compensation ranges from \$45,000-\$48,000 based on qualifications.
- CGA paid health plan, dental, life, vision, and disability insurance.
- Health Savings Account.
- SEP-IRA retirement plan with employer-provided funding after the first year.
- Paid vacation and holidays.

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**To Apply:**

Please send a PDF with a cover letter and resume to [jobs@carolinascgolf.org](mailto:jobs@carolinascgolf.org) with "CGA Member Services Associate" in the subject line. Applications will be accepted until the position is filled.

*For more information about the Carolinas Golf Association, please visit [carolinascgolf.org](http://carolinascgolf.org).*