



JOB DESCRIPTION – Manager of Caddie Development - Broadmoor Caddie & Leadership Academy

Organization Mission: The CGA’s mission is to make golf and all it offers available to everyone. This includes services such as handicap management, course rating, events, clinics, tournaments, membership and community outreach programs. The CGA is licensed by the United States Golf Association as the “Allied Golf Association” of record for the state of Colorado. More than 92,000 members enjoy all that the CGA has to offer.

Reports To: Director of Caddie Development

Core Function: The Caddie Development Manager will manage the caddie activities of youth participants in The Broadmoor Caddie & Leadership Academy. Provide high-quality, well-managed caddies to members of The Broadmoor Golf Club and their guests, and special events as necessary. Oversee caddie assignments, communication, training, quality control, customer service standards, and attendance/round tracking. The Caddie Manager will work closely with The Broadmoor Golf Club staff to promote the use of caddies, track caddie demand, and fulfill caddie requests.

Organization Size and Scope

The Colorado Golf Association, Inc. (CGA) is a nonprofit organization established to nurture, foster, and promote amateur golf activities and to create new opportunities for introduction to instruction, participation, and competition in golf. The Broadmoor Caddie Academy is a youth development program that prepares high school students for a lifetime of success and achievement. Through experience as a golf caddie and educational lessons on leadership philosophy, five-star customer service, financial literacy, career development, and college preparedness, participants will be prepared to reach their fullest potential in education, careers, and life.

Essential Duties and Responsibilities

- Train caddies in the art of caddying, including five-star customer service standards while continually evaluating caddies to ensure high quality and skill progression.
- Promote the use of caddies to The Broadmoor Golf Club members and their guests, Resort guests, corporate guests and charity event players.
- Work closely with The Broadmoor Golf Club staff to ensure that caddie requests are fulfilled.
- Assist in the recruitment, selection and retention of program participants.
- Align caddie skill with the needs and wants of customers.
- Serve as a mentor to caddies and help ensure that their caddie experience is fulfilling and educational.
- Identify caddies who may qualify for scholarships related to caddying and assist them in pursuit of such scholarships.
- Ensure caddies are in a positive, safe, and supportive environment.
- Advocate for the needs and benefit of caddies in Colorado.
- Ability to use Club Up technology platform to track rounds, assign loops, and issue payments.

- Implement the CGA Caddie Assessment Survey to better track caddie performance.
- Administer the CGA Common Caddie application process, evaluate candidates and conduct interviews.
- Work closely with the Broadmoor golf staff under the direction of The Broadmoor Director of Golf, to meet high standards on all levels.
- Work closely with Broadmoor members to advocate for the program, encourage caddie usage, and solicit feedback.
- Work with the CGA team to deliver leadership training and financial literacy at the same standard as SCLA chapters.
- Create best-in-class training program to meet Broadmoor's standards for excellence.
- Manage Direct Reports which include Part-time Assistant Caddie Managers will report to the Caddie Manager. These individuals will assist the Caddie Manager in fulfilling their duties and fill in at times or on days when the Caddie Manager is not available.

Required Skills/Experience

- In-depth knowledge of the game of golf and caddying.
- Highly developed customer service skills.
- Advanced problem-solving skills.
- Ability to manage multiple tasks simultaneously.
- Demonstrated patience.
- Ability to meet the vast majority of schedule requirements
- Bachelor's degree or equivalent work experience

Desired Skills/Experience

- Experience successfully managing or leading youth programs.
- History of effective communication with many constituents

Requirements

Complete U.S. Center for SafeSport Training
Pass background check

Compensation

Compensation for this temporary, full-time, exempt, salaried position will be commensurate with skills and experience.

COMPENSATION AND BENEFITS

Salary Range: \$50,000 to \$60,000

Benefits

- Health Insurance: CGA pays 50% of premium for employee, employee + spouse, or employee + family.
- Holiday Pay: CGA provides 10 days of paid leave for holidays plus "bonus" days between Christmas and New Year.
- Accrued PTO: New hires accrue 10.00 hours of PTO per paycheck.
- 401k: CGA matches up to 4% of employee contribution.
- Dental: CGA pays 100% of dental premium.
- Vision: CGA pays 100% of vision premium.
- Life Insurance: CGA pays 100% of premium on \$25,000 life insurance policy.

- HRA: CGA will pay up to \$2,500 for qualifying out of pocket medical expenses.
 - Mobile Office Allowance: \$100 per month stipend for cell phone and Internet.
 - CGA provides all employees with a COSTCO membership.
 - All CGA employees have access to CommonGround Golf Course at no cost (golf, practice facility and Short Course).
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Equal Opportunity Employer

Colorado Golf Association is committed to creating a diverse and inclusive working environment and is proud to be an equal-opportunity employer. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, marital status, national origin, genetics, disability, age, veteran status, or non-merit factors.

TO APPLY

**Email cover letter, resume and a minimum of three professional references to: Ryan Smith
rsmith@colorardogolf.org.**

Deadline: February 26, 2025