

Customer Success Coordinator**Department:** Customer Success**Status:** Non-Exempt/Hourly (\$24–\$26 per hour)**Effective Date:** October 2025

SUMMARY

The **Customer Success Coordinator** plays a foundational role in supporting the daily operations and customer experience infrastructure of Youth on Course. This position ensures the accuracy, reliability, and efficiency of all customer-facing processes by maintaining data integrity, executing audits, and providing responsive front-line support across Youth on Course's network of members, partners, donors, and alumni.

Working across systems such as Salesforce, HubSpot, and Zapier, the Customer Success Coordinator balances direct service delivery (inbox, phone, and ticket management) with behind-the-scenes responsibilities including data audits, workflow documentation, and process optimization.

This role focuses on operational excellence, data quality, and service consistency, and is essential to maintaining the seamless operation of Youth on Course's communications, automations, and customer engagement systems.

ESSENTIAL FUNCTIONS

Customer Support

- Respond promptly and professionally to phone calls, emails, and support tickets from members, parents, golf course operators, donors, partners, and more.
- Troubleshoot account and system issues, and escalate complex matters as necessary.
- Maintain clear, friendly, and solutions-oriented communication with all customer groups.
- Draft and update support snippets, macros, and documentation to improve consistency and efficiency across the support process.
- Proactively identify common issues or bottlenecks and suggest improvements to workflows or automations.
- Consistently utilize the provided software systems to ensure that all Customer Support communications are properly documented for future reference.

Data Audits & System Maintenance

- Conduct regular data audits across Salesforce, HubSpot, and related systems to ensure records are complete, accurate, and consistent.
- Verify that automations and integrations between systems (e.g., Zapier, Typeform, Stripe) are functioning correctly.
- Identify discrepancies or recurring data errors and collaborate with the Customer Success Specialist or Manager to implement necessary fixes.
- Assist with dashboard maintenance and data quality checks used for reporting and performance tracking.

- Support cleanup efforts related to contracts, contacts, course records, donor files, or membership data.

Administrative & Operational Support

- Help maintain digital documentation, forms, and standard operating procedures.
- Support the logistics and execution of key customer-facing initiatives, including Careers on Course, DRIVE Club, scholarship renewals, and partner onboarding.
- Coordinate with internal teams to ensure smooth communication and customer follow-up during audits, renewals, and event cycles.
- Participate in internal trainings and team meetings focused on service excellence and operational improvement.

QUALIFICATIONS & EXPERIENCE

Education

- Associate's degree required; Bachelor's degree preferred.

Technical Skills

- **Required:** Strong proficiency with databases and CRM systems (Salesforce, HubSpot).
- **Required:** Familiarity with automation and form tools (Zapier, Typeform, Google Workspace).
- **Preferred:** Experience conducting data audits or working with structured data in spreadsheets (Google Sheets, Excel).
- **Bonus:** Comfort using AI-powered support tools or chatbots.

Core Competencies

- **Customer-Centered Mindset:** Delivers professional, empathetic, and efficient service to all Youth on Course audiences.
- **Detail-Oriented Operator:** Maintains data accuracy and process integrity across platforms.
- **Tech-Savvy Problem Solver:** Comfortable working within integrated tech systems and identifying solutions to streamline operations.
- **Organized & Dependable:** Juggles multiple responsibilities with accuracy and professionalism.
- **Mission-Driven:** Shares Youth on Course's commitment to creating life-changing access and opportunity through golf.
- **Collaborative Team Player:** Communicates effectively and works seamlessly with peers and leadership to achieve shared goals.

LOCATION & WORK ENVIRONMENT

- Based in **Monterey, CA**, with potential hybrid flexibility.
- Hours may vary based on organizational needs to provide support coverage.
- Must have a valid U.S. driver's license.
- Occasional travel for trainings, events, or team meetings may be required.