

# DIRECTOR OF MEDIATION JOB DESCRIPTION

Revised 11-08-21

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## A. REFERENCES

1. By-Laws & SOP's for The Villages Women's 18-Hole Golf Association
2. Code of Conduct

## B. GENERAL

1. As a voting member of the Board of Directors, the Director should be familiar with the By-Laws and SOPs as they are a source of authority and the guidelines for conducting Association business.

## C. DUTIES

1. The Director of Mediation shall serve as the representative of and spokesperson for the Members of The Villages Women's 18-Hole Golf Association
2. She shall investigate, document, and make a general report to the Board of any complaint(s) from the Members that may impact the Membership, Association or the Villages Golf Club.
  - a) She will contact the Member that registered the complaint to obtain pertinent information needed to determine or recommend appropriate action.
  - b) She will contact other Members that may have been witness to an issue to provide a better foundation for making an objective action plan.
  - c) She will contact the past years Mediation Director to determine if the Member has had a previous complaint documented.
  - d) Once all details have been obtained, she will determine if the complaint was severe enough to warrant further action.
  - e) If the complaint does require further action, she will contact the appropriate Board Members to discuss the complaint and obtain assistance with the Member meeting if necessary.
  - f) The Captain or her designee should accompany the Director of Mediation to any interview when the issue is between Association Members. She should follow established conflict-management approaches to solve the problem.
  - g) If the issue brought to the Director involves a Board Member(s), a committee consisting of the Director of Mediation, Captain, and Co-captain will be convened. This committee meets after previous attempts to resolve the issue have failed. They

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will evaluate all available information, seek additional information and ultimately, determine what steps need to be taken going forward.

3. All complaints should be carefully reviewed prior to taking any action. When, and if action is taken, it must be done with the utmost respect for all parties concerned.
4. **All information is strictly confidential and should only be shared with those involved in those conflicts or complaints that are personal or have limited impact. A general summary of these particular situations may be shared with the Board but without any confidential details.**

## D. ADDITIONAL RESPONSIBILITIES

1. Maintain an electronic file of complaints on a memory stick to be passed on to the next Director of Mediation.
2. Delete incident files on the memory stick 2 years from the date of the incident if there are no further issues with the member.
3. Provide recommendations to the Policies and Procedures Administrator for updating this Job Description at the end of term.

## E. CONDUCT AND BEHAVIOR GUIDELINES

1. *Each Villages 18-Hole lady* should realize that she is representing The Villages and that she should always behave as a true ambassador for the Club on and off the golf course.

### **CODE OF CONDUCT** (Extracted from the SOP's)

- a. The Villages Women's 18-Hole Golf Association strives to provide a safe and enjoyable experience for members and guests. The goal is to create an environment and culture that is reflective of the personal integrity and respect taught in the Rules of Golf. This same integrity, honesty and good will are expected on the golf course, the clubhouse or in resolving any dispute while at The Villages or representing The Villages.
- b. When the conduct of any member has been so contrary to these principles and has endangered or likely to endanger the welfare, interest, or good character of the Villages, The Villages Women's 18-Hole Golf Association Board or Handicap Committee may, after review, **take disciplinary action which may include oral or written warning, suspension, expulsion or recommendation to the USGA to withdraw Handicap index...**

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- c. Acts that would violate the Code of Conduct:
- 1) Deliberately breaks a rule of the Association or the Rules of Golf to cheat or gain benefit.
  - 2) Deliberately returns a false scorecard.
  - 3) Behaves in a manner detrimental to the good name and reputation of The Villages Women's 18-Hole Golf Association at The Villages or while representing the Association at other courses.
  - 4) Unsportsmanlike conduct or using abusive language.