



## **JOB DESCRIPTION**

### **Head Golf Professional / Assistant Manager**

#### **THE POSITION**

Under the direction of the Golf Course Manager, the position performs a wide variety of functions to direct and supervise the daily operations of the golf course, including promoting revenue generation, supervising cash handling and daily accounting, supervising staffing levels, employee recruiting and hiring, preparing work schedules, employee training, tournament reservations and contracting, marketing, advertising and promotions, and other duties as assigned.

#### **EXAMPLE OF DUTIES**

The duties and responsibilities of this position include, but are not limited to:

- Assist with revenue generation by acting as salesperson for the golf course; evaluating and supervising reservation systems; and reviewing daily tee sheet utilization. Grow revenue by maintaining a database of tournament groups and performing administrative tasks related to golf events, including the development of contracts, and contact management; collecting event deposits and payments; coordinating with food and beverage concessionaire; communicating with appropriate golf course personnel regarding staffing and event preparation requirements.
- Supervise golf operations staff in accurate accounting and cash handling procedures. Ensure appropriate accounting procedures are being followed consistently and detect/correct any errors.
- Required to work closely with management and administrative staff of the Park District as needed.
- Supervise the recruitment, selection, training, counseling and retention of staff in golf operations and outside services. Ensure standard customer service and safety standards are in place for staff and guests and that any incidents and/or accidents are quickly reported to the golf course manager and appropriate park district staff. Train golf operations staff on safety standards and accident procedures and reporting.
- Administer course programs such as Players' Club, leagues, and on-going course-sponsored games. Coordinate activities with men's clubs, women's club, high school and college programs and other outside leagues and clubs. Initiate marketing/social media campaigns for the golf course, coordinating with F&B management, teaching staff and others, as appropriate. Maintain other social media presence and update as needed.
- Maintain competitive information regarding pricing, marketing programs, course management and conditions. Keep informed of USGA and SCGA rules and programs and operate as the course liaison with these organizations.
- Oversee maintenance of clubhouse facility and equipment, utilizing golf course, park district and outside providers as needed. Maintain all custodial, office and shop supplies.
- With the Golf Course Manager, coordinate marketing efforts to local business community, and other organizations, including news releases and advertising/promotions for other marketing media.
- Assist the golf course manager to implement and support all District policies, procedures and programs as requested by management.
- Develop and supervise a comprehensive golf instruction program including clinics, classes and junior camps. Create curriculums, schedules and pricing structure, and train and supervise golf instructors to ensure consistent implementation. With the GM, develop standards and expectations for golf professionals and instructors, and monitor and review to ensure only high-quality golf instruction is provided by District golf teaching professionals.
- Serve as acting Golf Course Manager

This position is required to be familiar with the conditions of the course. This position shall be entitled to golf on the course without charge during non-working hours.

#### **EMPLOYMENT STANDARDS**

Education: Bachelor's Degree from a recognized college or university preferred (emphasis in business management or hospitality management preferred) or equivalent professional training/education. PGA Class A Member preferred.



Experience: Three (3) years of supervisory experience required; golf/hospitality/service industry experience preferred.

Skills and Abilities: Solid understanding of accounting in a business environment; proficient in computer software, including Microsoft Word, Excel, PowerPoint and Microsoft Outlook; effective time management, organization and prioritization skills; excellent communication and leadership skills, and the ability to develop employees and foster a team environment. Experience with marketing, golf tournaments or other similar events, excellent oral and written communication skills. Basic understanding of the rules of golf and ability to golf are highly desirable.

License: Must possess a valid California driver's license and demonstrate a good driving record.

### **PHYSICAL REQUIREMENTS**

It is expected that this position will be standing or walking 70% of the time or more, and require regular climbing, bending, kneeling/squatting/stooping, reaching overhead/stretching, crawling; some working on rough and/or uneven terrain, and handling and dexterity; may be required to lift or move objects up to 50 pounds. Position will also require the operation of standard office equipment.

**4/21**