

Bedford Park & Recreation Department

Date: January 2017

Job Title: Golf Professional

Department: Parks and Recreation Department

Classification: Salary

General Summary

Responsible for the management and supervision of all clubhouse staff to include planning, coordination, and implementation of all related services at Otis Park Golf course. This position reports directly to the Park Director.

Essential Functions

- Responsible for management of clubhouse daily operations and procedures
- Adhere to, enforce, and implement policies and procedures of the facility
- Oversees, supervises and coordinates the daily activities of clubhouse personnel, including training, scheduling of assignments and routinely evaluating employee performance
- Oversees the reservation system, starting, monitoring, and pace of play
- Oversees the collection of greens fees, golf car fees, and other golf related revenues, accounts for such income, and deposits in proper accounts daily
- Oversees preparation of golf car fleet ensuring ready for daily use
- Oversees the operations of the practice facilities; including the Jim Flick Learning Center, outdoor range and putting greens
- Plans, promotes, schedules and oversees golf tournaments and other recreational golf outings including providing handicap services
- Serves as course representative to regional school golf teams to schedule practices, matches, and tournaments
- Interprets and enforces all local courses rules and regulations
- Responsible for the financial and operational performance of the golf shop operations and golf services
- Assist in development of yearly budget estimates for operations and capital improvements at Otis Park Golf Course Clubhouse including securing quotes, bids, and pricing for budgetary purposes
- Performs related duties as assigned
- Responsible for marketing, social media, and community outreach
- Assist in the publication of newsletters, informational and promotional materials
- Oversees the food and beverage operation including ordering, maintaining proper inventories, and ensuring facility meets Department of Health's standards

Employee Initials

- Serves as course advisor to Otis Park Men's Club and Otis Park Ladies Club providing guidance and consultation
- Oversees the administration of golf handicap system
- Attends and reports at committee, staff, and Park Board meetings
- Schedules and conducts staff meetings with golf operations personnel
- Adheres to, enforces, and implements policies and procedure of the facilities
- Ensures quality customer service
- Entertains and plays golf with variety of members and/or guests as time permits
- Administer the Rules of Golf and educate staff; promote and provide Rules of Golf clinics to the membership
- Develop, maintain, update, and utilize customer database
- Oversee retail merchandise concession in step with the mission of the golf operation and facility
 - Maintain a profitable golf merchandising operation
 - Oversee development of buying plans and all golf related purchasing
 - Supervise physical inventories, present a diverse and desirable array of golf equipment, apparel, and accessories
 - Assist in the development of necessary systems utilizing POS to safeguard inventories and cash
 - Establish accurate recordkeeping policies and procedures
 - Supervise and train all golf shop staff to maximize sales opportunities
 - Maintain an attractive and orderly appearance in and around the golf shop
 - Conduct accurate and timely inventory counts
- Develop, provide, and oversee an enhanced golf instruction program offering individual and group clinics for all levels; ensure that the services of a well-trained staff of profession instructors are available where required
- Develop and oversee player development programs
- Focus on programs for women, families, seniors, and juniors
 - Ensure all financial goals and objectives are being achieved

Enhance departmental performance standards by:

- Performing as a team player
- Maintaining a level of reliability that generates stability to the department
- Meeting or exceeding established departmental performance standards
- Setup regular written communication with supervisor to include facility, programming, staff and customer updates
- Fostering a spirit of cooperation

Contribute to departmental efficiency by:

- Understanding and effectively communicating departmental policy and procedure
- Clearly communicating concerns and questions to supervisor; suggest procedural changes
- Soliciting guidance from supervisor and co-workers when uncertainty arises

Employee Initials

Knowledge/Skills/Abilities Required

Must have Golf Course experience with knowledge of the game and rules of golf, and golf course practices and procedures. Ability to supervise the work of others. Ability to tactfully and courteously deal with the public. Self-motivated with desire to promote and market. Experienced in written oral business communications. Maintain and promote a positive professional image within the community; act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees. Strong organizational, planning, and prioritization skills. Maintain a credible golf game and remain current on teaching innovations. Attend conferences, workshops, meetings, and trade show to keep abreast of marketing and business trends.

Education

High School Diploma
College Degree Encouraged
PGA Card Preferred

Mental Demands

Flow of work and character of duties involves normal and mental attention much or all of the time.

Physical Demands

Requires very little physical effort. May require occasional lifting or moving. Requires frequent periods of sitting or walking.

Working Conditions

Typical office working conditions. Absence of disagreeable elements. Probability of injury is minor.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Supervisor