

POSITION DESCRIPTION

<u>Position Title</u>	Assistant Golf Course Manager	<u>Division</u>	Golf Courses
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<u>Department</u>	Community Services
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<u>Accountable to</u>	Golf Course Manager
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Primary Objective of Position

To assist the Golf Course Manager with operations of the City's public golf courses, in a manner that will maximize the services and revenues of the facilities and maintain the City's desired level of accountability for and stewardship of facilities' resources.

Essential Functions of the Position

Assists Golf Course Manager implement procedures in accordance with policies set forth by the City Council and/or City Manager, which maximize the quality and quantity of services to the golfing public and thereby obtain optimal revenues from operations.

--Helps assure that all golf course personnel fully understand and follow established policies and procedures.

With the Golf Course Manager, sets clubhouse work priorities and assigns personnel and equipment in the most productive manner.

Oversees sales and rentals, assures employee compliance with internal cash control procedures. Monitors or performs register closings, preparation of daily cash reports and deposits, daily statistics, etc.

--Assists the Golf Course Manager with the preparation of regular financial and statistical performance reports.

Under supervision of the Golf Course Manager, requisitions equipment, merchandise for resale, and supplies in accordance with established City purchasing procedures and budget limitations.

--Solicits input from activity manager(s), such as food service or pro-shop personnel, regarding purchases

--Reviews all bills and invoices to determine accuracy and conformance with issued purchase orders and follows through to resolve problems with incorrect or missing deliveries.

Performs a periodic inventory of all equipment, merchandise for resale, and supplies, and recommends a planned replacement schedule.

Helps the Golf Course Manager to train and supervise competent clubhouse and golf course attendants who will provide a favorable image and the desired level of service to all customers.

--Recommends hiring, scheduling, discipline, remuneration and termination of employees in accordance with prescribed procedures.

--Assists Golf Course Manager in assuring that all golf course human resource management practices are in compliance with the City's personnel policies and City safety practices.

--Supervises Hyland Greens staff, including Clubhouse and Practice Range seasonal staff.

--Assists in supervision of Dwan staff.

--Prepares work schedules for all seasonal staff with the exception of Maintenance personnel.

Assists with the preparation of the budgets for Dwan and Hyland Greens Golf Courses.

--Obtains input from food service, pro-shop, and other clubhouse personnel regarding operating budget needs for each golf course.

Attends all meetings with Maintenance staff concerning budgets and condition of the Golf Courses.

Essential Functions of the Position (continued)

Participates in local and non-local golf associations, continuing education opportunities, food service and related business trade shows and seminars, as assigned or approved by supervisor(s).

--Assists with Men's Club and Women's Club, including organizing weekly events and tournaments.

--Maintains up-to-date knowledge of the rules of golf and serves as arbiter and/or consultant to players, tournament organizers and other interested parties in the absence of the Golf Course Manager.

Provides the Golf Course Manager with all known information of importance necessary to the effective performance of the Manager's responsibilities.

Performs other duties as apparent or assigned.

Examples of Performance Criteria

- Operations on a day-to-day basis are effectively administered within budgetary limitations which result in an overall increase in revenue to the facility.
- Assistant Manager and assigned personnel project a favorable image of helpfulness and service to the customers and general public which maintains goodwill.
- Financial records and documentation are maintained in an accurate and updated status at all times and are readily available upon request.
- Clubhouse operations such as food service, pro-shop and MGA handicap service run smoothly and customer feedback is positive.
- Employees are well motivated and productive.

Minimum Qualifications

- Three years of progressively responsible work experience in golf course or food service management; or at least four years in a general business administrative position.
- Ability to train, supervise, and motivate assigned personnel.
- Experience with financial and statistical record keeping and ability to interpret management information as required.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with supervisor, other City personnel, and the general public.
- Knowledge of administrative policies and procedures.

Desirable Qualifications

- Bachelor's degree in Business of Public Administration, Recreation Administration or related field.
- Computer experience with word processing and/or spreadsheet applications.
- Additional experience working in golf course or food service management
- One or more years supervisory experience.
- One or more years experience working for a municipality.

Supervision of Others

- Direct and indirect supervision, as assigned and directed by the Golf Course Manager, over seasonal golf course personnel at Hyland Greens and Dwan Golf Courses, including cashiers, desk attendants, starters, and rangers, but excluding teaching pros, other contractual service providers, if any, and maintenance personnel.
- Additional supervisory responsibilities as assigned by the Golf Course Manager