

POSITION DESCRIPTION

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

Primary Objectives of Position

To plan, manage and evaluate operations of the City's public golf courses in a manner that will maximize the playability and revenues of the facilities and maintain the City's desired level of service to the general public.

Major Areas of Accountability

Plans and implements golf course procedures in accordance with policies set forth by the City Council, City Manager and/or Department Head, which maximizes the quality and quantity of services to the golfing public and thereby obtain optimal revenues from operations

--Assures that all golf course personnel fully understand and follow established policies and procedures

Sets clubhouse work priorities and assignments of personnel and equipment in the most productive manner

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

--Prepares regular financial and statistical performance reports

Requisitions all equipment, merchandise for resale, and supplies in accordance with established City purchasing procedures and budget limitations

--Solicits input from Assistant Manager(s) and Food Service 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

Maintains a perpetual inventory of all equipment, merchandise for resale, and supplies, with a planned replacement schedule

Trains and supervises competent clubhouse and golf course attendants who will provide a favorable image and the desired level of service to all customers

--Hires, supervises, disciplines, remunerates and terminates employees in accordance with prescribed Personnel procedure

--Supervises Golf Course Maintenance Superintendent's human resource management practices and assures compliance with Personnel policies and City safety practices

Prepares and submits proposed annual operating budget, business plan, capital needs budgets and emergency needs requests for review by the Director of Community Services

--Obtains input from Golf Course Maintenance Superintendent on maintenance budget needs for each golf course.

Major Areas of Accountability (continued)

Maintains up-to-date knowledge of golf course management through participation in continuing education opportunities, local and non-local golf associations, food service and related business trade shows and seminars
--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

Keeps Director of Community Services informed of all important matters

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 a properly managed facility

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

Play on the golf courses moves smoothly and the desired level of discipline is maintained when questions of interpretation of rules may arise

Minimum Qualifications

Thorough knowledge of the function, design, and operation of golf course facilities and a minimum of three years of successful experience in golf club management

Ability to train, supervise and motivate assigned personnel

A commitment and aptitude for detailed record keeping and ability to interpret management information as required

Ability to communicate clearly and concisely both verbally and through written correspondence and reports

Ability to exercise a high degree of tact, courtesy, and good judgement in all contacts with the public and assigned personnel

Ability to establish and maintain effective working relationships with supervisor, other City Departments and the general public

Desirable Qualifications

B.A. in business or public administration, recreation administration or related field

Supervision of Others

--Direct supervision over

Assistant Golf Manager

Golf Course Maintenance Superintendent

Food Service Personnel

Attendants, Starters, Rangers and Instructors

--Additional supervisory responsibilities as appropriate

--Provides supervision over golf course maintenance personnel in absence of Golf Course Maintenance Superintendent