Job Description

Job Title:	Golf Course Professional	Classification:	Classified
Department:	Parks and Recreation	Grade:	300
Occupational Group:	Recreation	FLSA:	Exempt
Status:	Full-Time	Supervisory:	Yes

Primary Purpose

Under general supervision; manages the daily operation of all golf course operations and the golf clubhouse operations. Directs the golf operation and programs, community relations, sales and marketing, and primary responsibility for the management of the golf clubhouse and golf instruction personnel.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Oversees the management and performance of all golf clubhouse and applicable department operations and services; assures high standards and total customer satisfaction.
2. Promotes the golf course and programs to strive for optimum utilization of the facilities; maximization of individual players, player development, tournament participation, and broad community participation.
3. Manages and oversees the software reservation system, starting and monitoring of play.
4. Oversees and manages liquor licenses and the sales of alcoholic beverages.
5. Establishes golf shop operations personnel policies; ensures proper hiring, training, supervising, personal development and corrective action in accordance with fair labor standards, safety, and established policies. Assists with the development of operating procedures for golf operations.
6. Assists with the coordination and development of annual business plans for the golf operations.
7. Oversees golf marketing initiatives including all promotional materials, promotion of new golf memberships, play recruitment, yield management, golf packages, and outside events; coordinates and ensures correspondence, reporting, newsletters, and communications for golf operations.
8. Coordinates plans for food and beverage needs, on-course food and beverage needs, banquets, and outside events for all golf functions.
9. Assists in the development, maintenance and administration of strategic long-range and annual organizational and business plans, as well as assists and advises with long-range plans for improvements to the facility.
10. Interprets and enforces The Rules of Golf; enforces all rules and regulations governing golf course usage.
11. Oversees golf instruction, clinics, golf schools, and golfer development programs for all customer segments.
12. Oversees a profitable merchandise concession that is consistent with customer/patron demographics and needs.

13. Establishes sales goals and forecasts for golf programs and services; monitors and analyzes reports. Assists with the fiscal responsibilities and performance for the golf operations including planning, budgeting, forecasting, monitoring, and corrective management.
14. Contributes effectively to the Parks Department; communicates effectively with co-workers, both within Parks and outside the department.
15. Develops and monitors operations of the golf program including teaching, scheduling, tournaments, locker rooms, driving range, cart rentals, and pro shop facility.
16. Plays golf and provides instruction with customers/patrons of all skill levels, as time and duties permit.
17. Oversees and enforces golf shop operations policies, procedures, controls, and fee structures to ensure the safekeeping of assets, inventory, and resources.
18. Attends conferences, workshops, meetings, and trade shows to keep abreast of current information and developments in the field.
19. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
20. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.
21. Participates in hiring and promotional processes by providing critical input to the Department Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.
22. Develops and manages the division's annual budget and serves as the subject matter expert for divisional budget requests included in the departmental budget. Reviews and recommends budget expenditures for non-personnel costs, to the Department Director to ensure spending is minimized and services are maximized throughout the fiscal year, in compliance with the City's purchasing policies and procedures, and are authorized in the budget.

Other Duties

- Meets, greets, and welcomes prospective customers/patrons.
- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, and reports as required by law, City policy and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Building and facilities management in the areas of preventative maintenance; risk mitigation and management; golf course programming and operations; clubhouse/building renovation; contractor management; energy and water resource management; housekeeping and security of clubhouse; reservation software; budget management; supervisory principles and practices; Microsoft Office Suite.

Skill in: Playing and teaching the game of golf; sales and marketing of golf and golf programs; supervising and managing personnel; communicating professionally, in oral and written form; adept at public speaking in small and large groups; negotiation and conflict resolution practices; Microsoft Office Suite.

Education: Graduation from an accredited college or university with a Bachelor's degree in Recreation Administration, Business Administration, Physical Education, or related discipline, preferred.

Experience: Two years of operating a golf facility is required. Prior experience supervising personnel is preferred. Any equivalent combination of education and experience may be substituted on a year-for-year basis.

Licenses and Certifications: Possess and maintain a valid state issued driver's license. Class A or Class Junior A Professional Golfers Association Professional certification in good standing preferred; completion of Managing Officer course offered through the Missouri Division of Alcohol and Tobacco.

Physical Demands Requirements and Working Conditions

Must possess mobility to work in and around City clubhouse facilities, to operate a motor vehicle, golf cart and other equipment; strength, stamina, and mobility to perform light to heavy physical work; vision to read printed materials, a computer screen and inspect parts, motors, and vehicles; and hearing and speech to communicate in person and over the telephone or radio. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment in an office environment. Positions in this classification bend, stoop, kneel, and reach to play and teach the game of golf. Employees must possess the ability to lift, carry, twist, push, and pull materials and objects weighing up to 100 pounds, or heavier weights with the use of proper equipment.

Employees work both indoor and outdoor environments and are exposed to extreme cold and hot temperatures, lighting, and hazards created from golf participants engaged in play.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must reside in the State of Missouri throughout employment.

Revision Date: 11/01/2021; 03/01/2023	Type of Change: Update position
Revision details: City-wide job description revision and updates; 3/1: removed course maintenance from purpose section; updated education and PGA certification requirements to be preferred.	