

JOB TITLE: Golf Shop Manager (Salaried: Exempt)

POSITION REPORTS TO: Park/Recreation/Cemetery/Golf Director

JOB SUMMARY: Under the general direction of the Park/Recreation/Cemetery/Golf Director, responsible for the management and operation of municipal nine hole golf course, pro shop and concessions area.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (with or without reasonable accommodation)

Supervises and participates in the management and operation of the municipal golf course, including golf course clubhouse and concession operation, cart maintenance, rentals, programming, golf events, pro-shop operations and related functions. Responsible for pro-shop functions including collecting green fees, reserving tee times, and scheduling, coordinating and supervising leagues (including computer generated handicapping, tournaments and special events. Oversees the concession stand including ordering food and beverages and maintaining snack bar inventory. Responsible for cash and daily bank deposits. Responsible for the maintenance and cleaning of the clubhouse, including restrooms, basement, storage rooms and exterior patio. Also identifies and advises the Park/Recreation/Cemetery/Golf Director regarding building and facility related issues. Works closely with Golf Course superintendent on special events and feedback from golf players. Responsible for leagues and computer generated handicapping. Responsible for the supervision of subordinate personnel and proper organization of daily activities. Performs personnel evaluations and assists in employee recruitment, training and discipline. Responsible for requisitioning necessary materials, equipment and supplies, as well as, maintaining an inventory of such. Directs staff in the maintenance of carts. Represents the City at activities or functions to market and promote the golf course and encourage play. Assists in annual budget preparation and monitors expenses to ensure budget compliance. Assists in the development of long and short-term golf course improvement plans. Prepares reports and maintains records, including a daily accounting of all revenues and expenses. Responds to citizen inquiries, complaints and information requests; explains and enforces golf rules and regulations. Assists public and answers and directs phone calls. Assists in compiling and maintaining program mailing lists. Completes and files information as needed, including accident/incident forms. Responsible for the development and implementation of safety and training programs. Performs other duties as directed or as the situation dictates.

ESSENTIAL PHYSICAL AND ENVIRONMENTAL DEMANDS:

Work is performed both indoors and outdoors year round. Periodically and during inclement weather, recreation and construction sites may be dusty, noisy and hazardous. For work being performed in an office setting, hand-eye coordination is necessary to operate computers and various pieces of office equipment with a satisfactory level of productivity. While performing the duties of this job, the employee is occasionally asked to stand or sit; walk; use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk and hear. Must possess hand/eye/foot coordination adequate to play golf, operate a variety of equipment and operate a vehicle. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Must be able to hear and understand voices at normal conversational levels. Incumbents must have the ability to transport themselves to and from recreation sites and lift up to 50 pounds.

TRAINING AND EXPERIENCE:

Must possess a valid driver's license. Graduation from an accredited high school or GED equivalent. Five (5) years experience in playing golf and the ability to be certified as a PGA Class A-Golf Pro by the Professional Golfers Association is preferred. Two (2) years of experience in supervising employees. Must be able to comply with all rules and regulations of the Nebraska Liquor Control Act as it pertains to managing a liquor license.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge and understanding of golf course principles, concepts and techniques. Thorough knowledge of principles, objectives, practices and procedures of the administration of public golf courses. Ability to plan, execute and evaluate programs on a continuing basis. Ability to establish and maintain effective working relations with city officials, volunteers, members of the public, employees and patrons. Ability to communicate effectively, both orally and in writing. Ability to prepare and maintain accurate records and reports. Conflict management skills. Knowledge of leagues, tournament scheduling, running tee sheets and daily play. Knowledge and understanding of golf rules and etiquette. Knowledge and understanding of golf clubhouse maintenance. Skills in budgeting, merchandising, pricing and inventory control. Ability to plan, schedule, coordinate, evaluate and supervise the duties of a 7-day a week operation; and skilled and semi-skilled staff. Basic computer skills and ability to use MS Office products. Basic mathematical skills and money-changing skills. Ability to promote golf within the community. Ability to operate equipment such as a photocopier, fax machine, risograph, postage meter, credit card system, security system, public address system, snack bar equipment, golf cart and cash register. Ability to provide own transportation and operate motorized vehicles as required. Ability to work varying schedules, including early mornings, evenings, weekends and holidays. Ability to consistently maintain regular and dependable attendance.

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