

GOLF COURSE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision and in accordance with department policies, standards and state regulations, an incumbent of this position directs and supervises the operation of one or more golf courses to ensure properly maintained facilities for the enjoyment of the golfing public. Golf course facilities may include a clubhouse with a restaurant and snack bar, driving range, pro-shop, cart rentals, etc., which are either County or concessionaire-run and operated. Work involves responsibility for the smooth, efficient operation of the golf course; maintaining good public relations, and investigating and responding to patron questions or complaints. Supervision is exercised over operations personnel, concessionaires and others. Administrative oversight is maintained over greens-keeping staff. Does elated work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs the various operations of assigned golf course(s), ensuring that guests have an enjoyable experience;

Oversees event planning, supervising, and scheduling staff;

Coordinates the scheduling of maintenance and repair activities to ensure work doesn't interfere with scheduled events;

Inspects facilities in order to ensure that appropriate repairs and maintenance are reported, scheduled and completed, and that work performed is in accordance with departmental standards and protocols;

Consults with the Greenskeeper in scheduling fertilizing and pesticide applications in an effort to improve conditions of the golf course; to speed up play, and to enhance the quality of playing conditions;

Implements existing policies and procedures to enhance the golfing experience; reviews procedures and makes recommendations to enhance overall facility operations;

Provides customer relations services by meeting with patrons to assist them in resolving concerns; or by responding to written complaints, in accordance with departmental protocol;

Oversees golf course record keeping such as cash receipts, gas consumption, time and attendance, etc., in accordance with standard procedures and departmental protocols;

Oversees and balances daily cash receipts, deposits funds, and maintains required records to ensure adherence to departmental protocols;

Prepares operational, equipment and non-recurring budget requests;

Prepares requisitions for supplies and equipment; conducts annual inventory of supplies and equipment;

Provides administrative assistance to the Greenskeeper and maintenance staff;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Maintains time and attendance records; works with Parks administration to ensure the scheduling of staff working hours doesn't interfere with operations and maintenance activities;

Schedules and directs golf tournaments, clinics, outings, etc.; assists in the promotion of special events;

Reviews complaints and disputes of players and answers questions about golf and course rules in an effort to maintain good relations with golfers;

Assists with in-service training of personnel;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software;

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of golf course management and operations; good knowledge of golf rules and regulations; familiarity with the requirements of effective golf course maintenance; good knowledge of customer service and public relations activities for a golf course; ability to plan, organize and conduct special events and tournaments; ability to plan and supervise the work of operating and maintenance personnel; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; tact; diplomacy; initiative; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and five years of experience where the primary function of the position was the operation or maintenance of a golf course, two years of which must have been in a lead capacity which included responsibility for customer relations.

SUBSTITUTION: Satisfactory completion of 30 college credits* may be substituted on a year for year basis for up to two years of the above stated general experience. There is no substitution for the two years of specialized experience.

SPECIAL REQUIREMENT: Depending on work assignment, must meet standards of OSHA regulation 1910.134 Respiratory Protection, and will be required to meet Federal, State and local standards with respect to health and safety.

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J.C.: Competitive
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Job Class Code: C0506
Job Group: XI