



Golf Services Supervisor

SUMMARY

Under general direction, plans, directs, administers, organizes, coordinates, and provides direction and oversight for the Town's Municipal Golf Course; performs a variety of administrative, supervisory and professional work in the operation of the Golf Course and related Golf services and programs; provides highly complex professional assistance to the Director of Parks and Recreation in areas of expertise; fosters cooperative working relationships with various public and private groups; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Parks and Recreation. Exercises general supervision over golf services staff.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right 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. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Plans, organizes, assigns, trains, directs, and reviews the work of assigned golf services and maintenance staff; plans and oversees the recruitment, selection, and evaluation of staff; ensures the most effective use of staff and materials resources; provides for the training of staff in work procedures and golf services activities.
- Oversees the reservation system, starting, monitoring and pace of play.
- Track and verify all players and guests, green fees, golf carts, and other charges necessary and facilitate accurate accounting and recordkeeping.
- Oversees golf cart fleet while ensuring proper maintenance and recordkeeping.
- Oversees the operations of a well-managed practice facility. Provides professional club repair and club fitting services. Ensures the proper storage, safety and cleaning of golf equipment.
- Administers the Rules of Golf and educate staff; promote and provide Rules of Golf to the public.
- Oversees retail merchandise concession.
- Supervises physical inventories, present a diverse and desirable array of golf equipment, apparel and accessories.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Determines equipment, materials, and staffing needs for assigned programs; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; directs the maintenance of a variety of records and prepares complex reports of work performance.

- Oversees the monitoring and control of supplies, materials, and equipment; delegates the ordering of supplies and materials; reviews and approves all requests of expenditures by assigned staff; oversees the preparation of documents for equipment procurement; plans, organizes, and oversees bid processes for maintenance and repair of facilities and equipment, as necessary.
- Develops, implements, and monitors goals, objectives, policies, and priorities for designated program areas reflective of the community's needs and the Town's and Division's overall goals, policies, and ordinances, and in compliance with applicable Federal, State, and local rules, regulations, and guidelines.
- Works with community groups and residents in the development and coordination of programs; manages the scheduling of activities, games, classes, and events.
- Performs other duties as assigned

DISTINGUISHING CHARACTERISTICS

This is the full supervisory-level class in the golf services series with program development and administrative responsibilities of major programs within the Golf Division. Specific responsibilities may vary, depending upon the programs, or projects to which assigned; however, all assignments require comprehensive knowledge of the development and provision of golf services, the ability to organize and oversee the work of staff and/or volunteers, and the ability to execute various administrative responsibilities. This class is distinguished from the Parks and Recreation Manager in that the latter has management responsibility for all recreation, golf, and facilities maintenance and operations functions and activities of the Town.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in recreation, business, public administration, or a closely related field and three (3) years of golf course management experience with a minimum of one (1) year in a supervisory role.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, direction, review, and training, and performance evaluation.
- Principles and practices of golf course administration, including program development, golf tournaments, implementation, review, and evaluation, budgeting, purchasing, and personnel management; service delivery needs related to the program area(s) to which assigned.
- Strong computer skills and ability to utilize golf related applications.
- Strong background in marketing and strong interpersonal and verbal/written communication skills.
- Considerable knowledge of business management practices of public golf courses.
- Knowledge of government finance, accounting, and contract administration.
- Ability to work independently with a minimum of supervision; ability to communicate effectively with public, staff, and supervisors; ability to establish effective working relationships with employees, supervisor, golf patrons, and public.

- Applicable Federal, State, and local laws, codes, and regulations related to designated program area(s).
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Plan, supervise, coordinate, review, and evaluate golf course programs.
- Supervise, select, train, motivate, and evaluate the work of staff.
- Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws, and regulations related to designated program area(s).
- Apply Town policies, procedures, and organizational priorities related to various golf programs as needed.
- Plan, organize, direct, and oversee the implementation of a variety of golf programs and/or other recreational programs suited to the needs of the community.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend/implement appropriate course of action.
- Effectively conduct meetings and make presentations to various groups.
- Maintain facilities and equipment in a clean, safe, and secure manner.
- Prepare clear and concise reports, correspondence, and other written materials.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office and/or golf course setting and use standard office and/or recreation equipment, including a computer; to operate a motor vehicle, and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard. or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. May work outdoors and may be exposed to inclement weather conditions and hot and cold temperatures. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*