FLSA: Exempt*

Golf Services Manager

SUMMARY

Under general direction, plans, directs, coordinates, and oversees the operations of the Town's municipal golf course, including golf services, grounds and facility maintenance, practice facilities, programs, tournaments, retail operations, and related services. Provides leadership and direction to Golf Course staff and ensures efficient operations, sound financial management, effective maintenance, and high-quality customer service. Provides professional assistance to the Director of Community Services in areas including budgeting, contracts, personnel, capital improvements, programming, facility maintenance, and long-term planning. Develops and maintains effective working relationships with golf associations, community groups, residents, vendors, contractors, governmental agencies, and other organizations; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Community Services. Exercises general supervision and management oversight of Golf Course operations and 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 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 a management classification that is responsible for the overall administration and operation of the Town's municipal golf course. The position provides comprehensive oversight of golf services, golf course grounds and maintenance, facilities, programs, staff, budget, contracts, equipment, and customer service. The Golf Course Manager is responsible for coordinating the activities of the maintenance and golf services staff and ensuring that the golf course is operated and maintained in a safe, efficient, financially responsible, and customer-focused manner.

Assignments require considerable knowledge of golf course operations and management, golf course grounds and maintenance practices, golf programming, budgeting, purchasing, personnel administration, facility operations, and customer service.

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:

Requires a Bachelor's degree from an accredited college or university with major coursework in recreation, business, public administration, or a closely related field and five (5) years of golf course management experience, including two (2) years of supervisory experience.

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 and management including work planning, assignment, direction, review, training, and performance management.
- 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.
- Golf course operations, including tee time management, pace of play, golf services, tournaments, leagues, programs, and customer service.

- Golf course grounds maintenance practices, including turf management, irrigation, landscaping, fertilization, pest management, and course conditioning.
- Golf course equipment, maintenance practices, and replacement planning.
- Golf course budgeting, purchasing, contracting, and financial management.
- Business management practices applicable to public and municipal golf courses.
- Golf rules, etiquette, and tournament administration.
- Golf retail and merchandise operations.
- Strong computer skills and golf-related software applications.
- Government finance, accounting, and contract administration.
- Applicable Federal, State, and local laws, codes, regulations, and safety requirements.
- Recordkeeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Customer service principles and practices.
- Techniques for effectively communicating with the public, employees, vendors, contractors, and Town staff.

Ability to:

- Plan, organize, direct, coordinate, and evaluate the overall operations of a municipal golf course.
- Supervise, train, motivate, and evaluate staff, including supervisory-level employees.
- Provide effective direction and oversight to the Golf Course Services staff and golf course grounds operations.
- Develop and manage golf course operating and capital improvement budgets.
- Plan and coordinate golf programs, tournaments, leagues, events, and related recreational activities.
- Establish and maintain high standards for golf course conditions, facility appearance, safety, and customer service.
- Analyze operational issues and develop practical and cost-effective solutions.
- Interpret and apply applicable laws, regulations, Town policies, procedures, and organizational priorities.
- Manage contracts, vendors, contractors, procurement, and capital improvement projects.
- Establish effective working relationships with employees, supervisors, golf patrons, community groups, vendors, contractors, and the public.
- Prepare clear and concise reports, correspondence, budget documents, presentations, and other written materials.
- Maintain accurate financial, operational, personnel, maintenance, and facility records.
- Organize and prioritize multiple projects and tasks effectively and meet critical deadlines.
- Work independently with general direction while exercising sound judgment and accountability.
- Represent the Town professionally before community groups, governmental agencies, businesses, golf organizations, and the public.

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.*