

GOLF COURSE - CLUBHOUSE MANAGER

DISTINGUISHING FEATURES OF THE CLASS:

This position will be responsible to direct and manage the operations of a municipal golf course. The incumbent in this position will follow department policies and state regulations to ensure that the facilities are properly maintained for the enjoyment and safety of the public. Golf course facilities may include a clubhouse with a snack bar, practice area, pro-shop, cart rentals, etc. Work is performed under general supervision with considerable leeway given to carry out necessary tasks which include event planning and scheduling staff. Supervision is not a function of this position but occasionally, the incumbent may be assigned to direct staff when managing special events.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Directs the various operations of assigned golf course(s), ensuring that guests have a smooth, enjoyable experience;
2. Reviews and recommends changes to existing policies and procedures to enhance the golfing experience;
3. Addresses complaints and disputes in an effort to maintain good relations with golfers;
4. Oversees event planning and scheduling staff;
5. Responsible for all cash receipts, deposits, inventory, time and attendance records and maintains records to insure accuracy and accountability;
6. Answers phone calls and correspondence, maintains data and produces reports;
7. Prepares operational, equipment and non-recurring budget requests.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES:

Good knowledge of golf course management and operations;
Good knowledge of golf rules and regulations;
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 direct the work of operating personnel;
Ability to use various software packages to develop and maintain databases, produce spreadsheets and compile reports;
Ability to communicate effectively both orally and in writing;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

GOLF COURSE - CLUBHOUSE MANAGER (Cont'd)

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER: (A) Completion of one year (30 credits are equal to one year) of college, and one year of work experience which primarily involved the operation of a golf course or clubhouse;
- OR: (B) Two (2) years of work experience which primarily involved the operation of a golf course or clubhouse;
- OR: (C) An equivalent combination of training and experience between the limits of (A) and (B) above.

SPECIAL REQUIREMENT:

Possession of a New York State Driver License at the time of application.

Adopted: 03/17/2015