

## **GOLF OPERATION SUPERVISOR**

Class Title: Golf Course Operation Supervisor

Department: Golf Operation

Division: Special Services

Date: September 11, 2017

### **GENERAL PURPOSE**

As a member of the Golf Management Team, The Golf Operation Supervisor has the responsibility for the overall management of the golf operation. The Golf Operation Supervisor will perform a variety of administrative, supervisory and professional work in the operation of the golf course and associated facilities.

### **SUPERVISION RECEIVED**

The Golf Operation Supervisor works under the general guidance and direction of the Parks and Recreation Superintendent.

### **SUPERVISION EXERCISED**

Supervises club house staff, and other part time or temporary employees as assigned.

May supervise the grounds keeping maintenance crew when necessary.

When necessary may supervise any district staff.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Golf Operations Management**

Oversee the reservation system, starting, monitoring and pace of play.

Track and verify all players and guests, green fees, golf cars, club care, handicap fees, and other charges necessary and facilitate accurate accounting and recordkeeping.

Oversee golf car fleet while ensuring proper maintenance and recordkeeping.

Develop and manage an innovative tournament program, group outings and leagues that service all customer segments in coordination with the event and marketing coordinator.

Oversee the operations of a well-managed practice facility.

Provide professional club repair and club fitting services.

Ensure the proper storage, safety and cleaning of golf equipment.

Administers the Rules of Golf and educate staff; promote and provide Rules of Golf clinics to the public.

Develop, maintain, update and utilize customer database with the coordination of the public information coordinator

Develop, maintain, update and utilize web site with the coordination of the public information coordinator.

Oversee retail merchandise concession in step with the mission of the golf operation and facility.

Maintain a profitable golf merchandising operation.

Oversee development of buying plans and all golf related purchasing as prescribed by District policies.

Supervise physical inventories, present a diverse and desirable array of golf equipment, apparel and accessories.

Assist in development of necessary systems utilizing POS to safeguard inventories and cash.

Establish accurate recordkeeping policies and procedures by coordinating with the administrative coordinator.

Supervise and train all golf shop staff to maximize sales opportunities.

Ensure customer database includes and tracks important dates, spending, sizes and preferences.

Conduct accurate and timely inventory counts and work with District Auditors.

### **Public/Player Development**

Develop, provide and oversee an enhanced golf instruction program for women, men, families, seniors and juniors offering individual and group classes for all levels; ensure that the services of a well-trained staff of professional instructors are available where required and market with the help of the public information coordinator and event marketing coordinator.

Oversee and develop policies for evaluation of golf instruction program.

Assist with the training of the full facility staff in regard to public development and encourage their participation.

Work's with event marketing coordinator to develop public development marketing.

### **Golf Administration**

Recruit, hire, train, motivate and supervise all golf department staff and maintain accurate payroll records per district policies and work with administrative coordinator.

Ensure evaluations and annual reviews are completed and recorded for all applicable staff per district policies.

Attend staff meeting as scheduled by Superintendent and schedule staff meeting with golf operation personnel.

Update and maintain golf shop policies and procedures and job descriptions and ensure they are adhered to as approved by the superintendent and posted in the proper areas.

Maintain safety standards and safety equipment within OSHA requirements and coordinate efforts with the Districts safety committee.

Assist in the publications of newsletters, informational and promotional materials with the public information coordinator and event marketing coordinator.

Oversee the administration of the golf handicap program.

Work closely with and provide guidance and consultation with all golf and District committees.

Attend applicable committee meetings and District Board meeting as requested.

Adhere to, enforce and implement policies and procedure of the facility.

Set up regular written communication, with superintendent monthly to include facility, programming, staff and operation updates.

### **Business and Financial**

Responsible for the financial and operational performance of the golf shop operations and golf services.

Ensure all financial goals and objectives are being achieved.

Develop and prepare a budget, including forecasting and review of all golf operations, revenues and expenses on a daily, weekly, monthly and annual basis per District policies.

Ensure system controls are in place to safeguard assets, revenues and resources.

In keeping with facility goals, utilize yield management techniques to maximize course usage.

## **Other Facility/Departmental Responsibilities**

Manages and supervises assigned operations to achieve goals within available resources, plans and organizes workloads and staff assignments, trains, motivates and evaluates assign staff; reviews progress and directs changes as needed.

Provides leadership and direction in the development of short and long range plans; gathers, interprets, and prepares data for studies, reports and recommendations; coordinates department activities with other departments and agencies as needed.

Provides advice to staff, makes presentations to staff, boards, commissions, civic groups and the general public.

Communicates official plans, policies, and procedures to staff and general public in assigned area of responsibility.

Assures that assigned areas of responsibility are performed within budget; performs cost control activities, monitors revenues and expenditures in assigned area to assure sound fiscal control; prepare annual budget requests, assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.

Determines work procedures, prepares work schedules, and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of total operations. (Example overseeing golf car fleet while ensuring proper maintenance and recordkeeping, ensuring proper storage, safety and cleaning of golf equipment, provide professional club repair and club fitting services, oversee the operations of a well-managed practice facility)

Maintain harmony among workers and resolves grievances; performs or assists subordinates in performing duties; adjust errors and complaints.

Plans, coordinates and may supervise course maintenance staff and other District personnel.

Issues written and oral instructions; assigns duties and examines work for exactness, neatness, and conformance to policies and procedures.

Plans, coordinates and may supervise course maintenance and improvement projects in cooperation with golf maintenance Supervisor.

Determines, calculates and secures the appropriate materials and supplies for a specific project.

### **KNOWLEDGE, SKILLS AND TRAITS**

Graduation from high school or GED equivalent, supplemented by two years of post-secondary education or training in business management, public administration, recreation or a closely related field. College degree preferred.

Three year experience in golf course management, head professional experience preferred.

PGA Class A member in good standing preferred.

Experience in all aspect of public golf operations preferred

Strong computer skills and ability to utilize golf related applications.

Strong back ground 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

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand, walk, and use hands, fingers, handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch, crawl, talk or hear.

The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth vision and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions.

The noise level in the work environment is moderately quiet.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience, oral interview and reference check, job related test may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does

not exclude them from the position if the work is similar, related or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Applications must be received by 5 p.m. October 13, 2017.

### **COMPENSATION/BENEFITS**

Salary \$60,000.00 – \$80,000.00 commensurate with qualifications and experience.

Health, dental, and vision insurance provided

Retirement is 8% of salary if employee puts 4% in retirement account. Fully vested after 5 years.

Paid vacation and sick leave per policy

Other compensations and benefits negotiable



CHEHALEM PARK AND RECREATION DISTRICT

GOLF OPERATON SUPERVISOR

CHEHALEM GLENN GOLF COURSE

NEWBERG, OREGON

Chehalem Glenn Golf Course is a public facility offering 18 holes of the finest golf in Oregon wine country. The Glenn opened in 2005 to rave reviews and was quickly recognized as one of the most challenging courses in the Portland area. The Glenn was the first and only golf course in Newberg, Oregon. A public golf course, it is open to all who want to test their game.

Chehalem Glenn Golf Course was recognized by readers of the Portland Business Journal in 2010 as

- #1 Most Challenging Course
- #2 Favorite Public Course
- #3 Favorite Course To Host A Golf Tournament

The golf course measures over 7000 yards from the back tees, and with multiple tee boxes, golfers of all abilities can experience an enjoyable round at Chehalem

Glenn. Chehalem Glenn offers many amenities for golfers to improve their games, including lessons from PGA professionals. Chehalem Glenn has a first class practice facility that offers grass tees, two putting greens, short game facility that allows players to hit shots up to 50 yards to a 7000 square foot green and a nine hole putting course.

The course has a club house with a small kitchen that serves sandwiches, beer and wine. There is a cart barn that has over 72 carts.

The Golf Operation Supervisor will report to the Superintendent of the Chehalem Park and Recreation District. The Golf Operation Supervisor will manage golf shop operations and related activities and services.

The deadline for applications will be October 13, 2017 5 p.m.. Applications should include a introduction letter and a resume. Applications or resume may be mailed to: Don Clements, 125 S Elliott Road, Newberg, OR 97132 or Faxed to 503 538 9669. Applications may be emailed to [dclements@cprdnewberg.org](mailto:dclements@cprdnewberg.org). A copy of job description may be obtained at [www.cprdnewberg.org](http://www.cprdnewberg.org). A copy of applications may be obtained at [www.cprdnewberg.org](http://www.cprdnewberg.org)