Golf Course Operations Manager

Department: Recreation
Pay Grade: 115
FLSA Status: Exempt

**JOB SUMMARY**

Highly responsible professional and administrative work directing, planning, and supervising the business operation of the golf club. Work is performed under the administrative direction of the Recreation Director.

**ESSENTIAL JOB FUNCTIONS**

- Plans, assigns, and supervises a group of subordinates engaged in the business operation and management of the golf club.
- Administers all lease agreements with the golf club.
- Prepares and administers the annual operating budget.
- Establishes rules in accordance with the U. S. Golf Association, in conjunction with the golf industry.
- Develops active and effective public relations and promotional programs for the purpose of stimulating local, regional, and tourism interest in the facility.
- Maintains courteous relationships with the public and men’s and women’s golf Associations.
- Develops and administers policies and procedures for golf club operations as approved by the Department Director, City Manager and/or City Council, including fees, tee times, tournaments, and general club play to ensure optimum use of club facilities.
- Selects, trains, schedules, supervises, and evaluates employees under his/her control.
- Supervises the collection, accounting, and deposits of golf club revenue and maintains comprehensive activity reports.
- 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.
• Determines work procedures, prepares work schedules, and expedites workflow; studies and standardizes procedures to improve efficiency and effectiveness of operations.
• Responds to requests and complaints regarding operations and maintenance of the golf club, and conduct of patrons.
• Prepares a variety of studies, reports, and related information for decision-making purposes.
• Performs other job duties as assigned.

QUALIFICATIONS

Education and Experience:
Bachelor’s Degree in Golf Course Operations, Business Management or a related degree and five (5) years of golf operations or related experience or an equivalent combination of education/training and experience.

Special Qualifications:
• Possession of a valid State of Florida driver’s license.

Knowledge, Skills and Abilities:
• Knowledge of principles, procedures, tools, and equipment used to maintain a golf club.
• Knowledge of turf, rules of golf, and general golf club operations.
• Knowledge of budget preparation and management.
• Knowledge of the administrative functions of golf club and golf club operations.
• Knowledge of contracts and lease agreements.
• Knowledge of advanced principles of business administration and their application to golf club administration.
• Ability to keep records, make, and submit reports.
• Ability to express oneself clearly and concisely both orally and in writing.
• Ability to establish effective working relationships with employees, other departments, public officials, other agencies, and the general public.
• Ability to select, train, schedule, supervise, and evaluate employees.
• Ability to prepare long and short range plans for golf club business operations.
• Ability to input and retrieve information from a computer.

PHYSICAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

• Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
• Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
• Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
• Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
• Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
• Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORK ENVIRONMENT
Work is performed primarily inside and outside; in or with moving vehicles.