

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Work Phone:

2. Class Title (i.e. payroll title):

Golf Clubhouse Supervisor

3. Working Title (if any):

Golf Professional

4. Name & Class of First-Line Supervisor:

Golf Program Supervisor

Work Phone:

5. Department, Division & Section:

Public Works, Parks, Golf section

6. Work Address:

7. Hours/Week:

Start time: End time:

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

10. Position Summary:

This is responsible supervisory, professional, and administrative work in directing and coordinating all clubhouse operations activities and program support within the Golf Section of the City of Madison Parks Department. Work includes assisting the Golf Program Supervisor with planning, coordinating, developing and overseeing daily clubhouse services and substantive involvement in related administrative functions (e.g., the development of related program standards; purchasing and inventory control; and diverse recordkeeping). This position will assist the Golf Program Supervisor in the administration of the golf shops, tournament operations, reservation and POS systems, Food and Beverage program, lesson and league programs and is responsible for the hiring, training and discipline of hourly staff members, as well as ensuring service excellence for our guests. Under the general direction of Golf Program Supervisor, this position is expected to exercise appropriate independent judgment and will work and coordinate shifts on weekends, holidays and evenings.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)
- 30% A. Staff Supervision
 1. Hire, develop, supervise and discipline hourly Attendant and Assistant Pro staff.
 2. Assist the Golf Program Supervisor in creating a culture of service by developing and delivering both on the job and formal trainings and job coaching
 3. Schedule and direct the Professional Aides, supervise and direct the work of the attendant staff.
 4. Set and enforce expectations for Professional Aide staff.
 5. Ensure budgetary control of overtime and efficient staff scheduling.
 - 20% B. Assist the Golf Program Supervisor by overseeing day to day clubhouse operations
 1. Assist in the management of the food & beverage operations.
 2. Consistently ensure the property is operated in accordance with all local, state, and federal laws.
 3. Oversee the care and maintenance of the property's physical assets and facilities performed by permanent and hourly staff.
 4. Analyze and prepare financial reports as requested by the Golf Program Supervisor for rounds, revenues, and expenses.
 5. Assist the Golf Program Supervisor by overseeing the daily operating activities at the properties including opening, closing, securing the golf shop, overseeing proper charges including cash/credit card charges, maintain clean, presentable, fully stocked merchandise displays, ensure all clubhouse areas are being maintained to model appearance standards.
 - 30% C. Assist the Golf Program Supervisor in administering the City's golf program
 1. Assist in the creation and implementation of the marketing strategy.
 2. Work with the Professional Aides to create and conduct player development programs to attract golfers to the facility
 3. Participate in outside activities to enhance the presence of the property in the local community.
 4. Actively work to grow outing rounds/revenue at the facility through outside sales and retention
 5. Grow Junior golf program working with First Tee as well as other in house initiatives
 - 20% D. Customer Service
 1. Maintain in oneself and amongst staff a positive attitude, professional demeanor and appearance in all situations.
 2. Review customer comments / concerns and respond in a timely manner.
 3. Display appropriate interpersonal and communication styles.
 4. Build and foster a team environment.
 5. Ability to implement Customer Service orientation.
 6. Perform related work as required.

12. Primary knowledge, skills and abilities required:

Thorough knowledge of the standard techniques of playing and teaching golf, golf terminology, and etiquette. Working knowledge of the principles, theories and practices of golf clubhouse management and operation, including merchandising and budgeting. Working knowledge of food and beverage operations. Working knowledge of point of sale software as well as purchasing and inventory control methods and recordkeeping. Working knowledge in Microsoft Word, Excel, Outlook, PowerPoint, and reservation systems; and the ability to computer software applicable to duties of the position. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Working knowledge of budgeting and program administration principles and practices. Ability to analyze and solve problems, efficiently handle multiple duties under pressure with minimal supervision. Ability to plan, direct and coordinate the work of subordinate staff. Ability to work flexible hours as required

including nights and weekends. Ability to understand applicable financial documents to include operating budgets, round and revenue reports and bank reconciliation forms. Ability to maintain effective working relationships with co-workers, subordinates, other City employees, the public, community and business leaders, contractors, PGA officials, and other course professionals. Ability to communicate effectively both orally and in writing. Ability to use sound judgment, tact, and diplomacy in handling angry customers or volatile situations. Ability to operate a City vehicle. Ability to maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

PGA member in good standing required, Class A preferred but not required

15. Physical requirements:

Employees are expected to physically access all City of Madison golf courses and facilities. Employees will be expected to work during the evening or on weekends for lessons, leagues, special events, and as required.

16. Supervision received (level and type):

17. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.