

GOLF CLUBHOUSE OPERATIONS SUPERVISOR 1 / 2

CLASS DESCRIPTION

General Responsibilities:

This is supervisory work in management and oversight of all clubhouse and maintenance operations and program support for the City's golf courses: Glenway, Monona, Yahara Hills, and Odana Hills. Work includes planning, coordinating, developing and overseeing daily clubhouse and course maintenance services and substantive involvement in related administrative functions (e.g., the development of related program standards; purchasing and inventory control; and diverse recordkeeping). This role also incorporates management of the reservation and POS system, food and beverage program, the hiring, training and discipline of hourly, and full time staff members, golf cart fleet operations, driving range, tournament coordination, programming, and golf lessons/instruction. Under the general direction of the Golf Program Supervisor, work involves considerable discretion and judgment in the development and implementation of assigned program and services, as well as ensuring service excellence for the guests.

Progression to a Golf Clubhouse Operations Supervisor 2 is not automatic, but rather is dependent upon the incumbent obtaining PGA Class A certification.

Examples of Duties and Responsibilities:

Oversee the staff, programs, and services for the clubhouses at Glenway, Monona, Yahara Hills and Odana Hills golf courses. Manage the hiring, training and discipline of permanent and hourly staff, including Professional Aides who serve as Assistant Golf Pros and are responsible for the daily onsite supervision of pro shop and food/beverage service operations and staff, and Attendants. Oversee bookkeeping system for pro shop and concessions on a daily basis. Monitor clubhouse inventory and report inventory concerns to the Parks Operations Manager. Ensure the golf courses; driving range and golf cart fleet and other physical assets are maintained and ready for use. Ensure all areas of the clubhouse facilities, including public and employee only, are clean and in proper working order.

Assist the Parks Operations Manager in recommending overall direction, policy, and procedures relative to golf course clubhouse operations; including the creation and implementation of the marketing strategy. Provide input on industry trends/best practices. Implement and enforce policies and procedures. Resolve and/or respond to related inquiries/complaints from individuals and groups relative to Parks Golf policies and procedures. Analyze and prepare financial reports as requested by the Parks Operations Manager for rounds, revenues, and expenses.

Assist with preparing, recommending and implementing responsive capital and operating budgets.

Oversee the development and implementation of all outreach programs and services: including First Tee, Junior Program, high school outreach, and others. Administer league, tournament, and outing schedules, logistics, and special requests. Schedule and provide

qualified staff for private and group lessons, as well as Junior programs. Grow the league, outing, tournament, lesson, and junior programs through aggressive marketing and promotion.

Perform related administrative activities, including recommendation and administration of program budgets and fees.

Perform related work as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities:

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 course maintenance, golf clubhouse management and operation, including merchandising and budgeting. Working knowledge of golf-related concessions, food and beverage operations, related equipment and merchandising. Working knowledge of computer operations, data management, POS software, retrack/scheduling and registration software. Working knowledge of purchasing and inventory control methods and recordkeeping. 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 plan, direct and coordinate the work of subordinate staff. Ability to hire, train, supervise, evaluate and discipline employees. Ability to provide leadership in the development and implementation of golf's planning efforts. Ability to understand basic fundamentals of golf course maintenance and equipment. 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, and to make presentations to groups. Ability to use sound judgment, tact, and diplomacy in handling angry customers or volatile situations. Ability to develop and justify budgetary requests and control budget expenditures. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Two years of experience in managing food/beverage and/or merchandising operations for a golf clubhouse, and a PGA member in good standing required, Class A preferred. Possession of a bachelor's degree in a field such as business administration or golf course management from an accredited college or university may be substituted for one year of related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Progression to a 2 level requires possession of PGA Class A certification.

Specific training and experience requirements will be established at the time of recruitment.

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.

Special Requirements:

Certification as a PGA Professional Class A for the Golf Clubhouse Operations Supervisor 2.

Department/Division	Comp. Group	Range
Parks	18	5 / 6

Approved: _____
Brad Wirtz
Human Resources Director

Date