

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):
Ryan Brinza
Work Phone:
2. Class Title (i.e. payroll title):
3. Working Title (if any):
Golf Professional
4. Name & Class of First-Line Supervisor:
Charlie Romines, Parks Operations Manager
Work Phone: 267-8804
5. Department, Division & Section:
Public Works, Parks, Golf section
6. Work Address:
7. Hours/Week: 40
Start time: End time:
8. Date of hire in this position:
9. From approximately what date has employee performed the work currently assigned:
5\2014

10. Position Summary:

This is responsible supervisory work in the management and oversight of clubhouse and maintenance operations and program support within the Golf Section of the City of Madison Parks Department. 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) for two of the cities four courses. This position will manage 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 and full time staff members, as well as ensuring service excellence for our guests at two of the cities four golf courses. Under the direction of Parks

Operations Manager, this position is expected to exercise appropriate independent judgement 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.)

40% A. Supervisory

1. Hire, develop, supervise and discipline full time course maintenance, hourly attendant and Assistant Pro staff.
2. Assist the Parks Operations Manager 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 course maintenance full time staff as well as Professional Aid staff.
5. Ensure budgetary control of overtime and efficient staff scheduling across both courses.

20% B. Manage day to day golf operations for assigned courses

1. Management of the food & beverage operations to include menu selections, purchasing and inventory controls, waste reduction and vendor relations.
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 Parks Operations Manager for rounds, revenues, and expenses.
5. Oversee 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.

20% C. Assist the Parks Operations Manager 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 Jr 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:

Ability to analyze and solve problems, efficiently handle multiple duties under pressure with minimal supervision, work flexible hours as required including nights and weekends. Working knowledge of the game of golf, its rules, etiquette and instructional techniques. Working knowledge of food and beverage operations. Working knowledge of point of sale software as well as purchasing and inventory control methods and recordkeeping. 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. Must possess thorough written and verbal communication skills. Must have working knowledge in Microsoft Word, Excel, Outlook, PowerPoint, and reservation systems. 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:

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.