

GOLF CLUBHOUSE OPERATIONS SUPERVISOR

CLASS DESCRIPTION

General Responsibilities:

RESIDENCY IN DANE COUNTY IS REQUIRED FOR THIS POSITION

This is responsible managerial, professional, and administrative work in directing and coordinating all clubhouse operations for the four (4) City golf courses: Glenway, Monona, Yahara Hills, and Odana Hills. This role incorporates oversight of the pro shop operations and merchandising, clubhouse food and beverage services, 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.

Examples of Duties and Responsibilities:

Oversee the staff, programs, and services for the four (4) clubhouses at Glenway, Monona, Yahara Hills and Odana Hills golf courses. Manage the hiring, training and discipline of 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 Golf Program Supervisor. Ensure the driving range and golf cart fleet is maintained and ready for use. Ensure all areas of the clubhouse, including public and employee only, are clean and in proper working order.

Assist the Golf Program Supervisor in recommending overall direction, policy, and procedures relative to golf course clubhouse operations. 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. Conduct and report related statistical and qualitative assessments.

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 clubhouse management and operation, including merchandising and budgeting. Working knowledge of golf-related concessions, equipment and merchandising. Working knowledge of computer operations, data management, retrack/scheduling and registration software. 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 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 clubhouse, and possession of PGA Class A certification. 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.

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 and possession of a PGA card.

Department/Division	Comp. Group	Range
Parks	19	7

Approved: _____
Brad Wirtz
Human Resources Director
Date