

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):  
N/A  
Work Phone: N/A
2. Class Title (i.e. payroll title):  
Golf Clubhouse Operations Supervisor
3. Working Title (if any):  
Golf Pro
4. Name & Class of First-Line Supervisor:  
Ray Shane – Golf Program Supervisor  
Work Phone: 838-3920
5. Department, Division & Section:  
Parks
6. Work Address:  
TBD
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:

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10. Position Summary:

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 all clubhouse functions including pro shop operations, merchandising, food and beverage services, golf cart fleet operations, driving range, tournament coordination, programming, and golf lessons/instruction. Under the general direction of the Parks Golf Program Supervisor, work involves considerable discretion and judgment in the development and implementation of assigned program and services.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 60% A.        Oversee the staff, programs, and services for the four (4) clubhouses at Glenway, Monona, Yahara Hills and Odana Hills golf courses.

1. Manages the hiring, training and discipline of hourly staff, including six (6) Professional Aides who serve as Assistant Golf Pros and are responsible for the daily onsite supervision of clubhouse operations and staff.
2. Oversee bookkeeping system for pro shop and concessions on a daily basis.
3. Monitor clubhouse inventory and report inventory concerns to the Golf Program Supervisor.
4. Ensure the driving range and golf cart fleet are maintained and ready for use.
5. Ensure all areas within the clubhouses, both public and employee areas, are clean and in proper working order.
6. Resolve and/or respond to related inquiries/complaints from individuals and groups relative to Parks Golf policies and procedures.
7. Manage the pro shop merchandising operation.

10% B. Assist the Golf Program Supervisor in recommending overall direction, policy and procedures relative to golf course clubhouse operations.

1. Provide input on industry trends/best practices.
2. Implement and enforce policies and procedures.
3. Assist in developing and implementing long range plans for fee assessments, programs, services and community support of the Golf Program, including evaluation of existing services.
4. Conduct and report related statistical and qualitative assessments.

25% D. Oversee development and implementation of all outreach programs and services: including First Tee, Junior Program, high school outreach, and others.

1. Administer league, tournament and outing schedules, logistics and special requests.
2. Schedule and provide qualified staff for private and group lessons as well as Jr Programs
3. Grow the league, outing, tournament, lesson and junior programs thru aggressive marketing and promotion.
4. Perform all related administrative activities to include the recommendation and administration of program budgets and fees.

5% E. Perform related work as assigned

12. Primary knowledge, skills and abilities required:

Thorough knowledge of the principles, theories and practices of golf clubhouse management and operation, including merchandising and budgeting. Thorough knowledge of the standard techniques of playing and teaching golf, golf terminology, and etiquette. 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.

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13. Special tools and equipment required:

14. Required licenses and/or registration:

Certification as a PGA Professional Class A and possession of a PGA card.

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).

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EMPLOYEE

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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).

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SUPERVISOR

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DATE

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