



TAHOE CITY PUBLIC UTILITY DISTRICT Job Description

Job Title: Golf Course Manager
Department: Parks & Recreation
Supervised By: Director of Parks and Recreation
FLSA Status: Exempt
Revised as of: September 2016

JOB SUMMARY

To plan, organize, direct and coordinate the activities and operations for the Tahoe City Golf Course professional services (Pro Shop); to oversee and coordinate golf course maintenance and food and beverage concessionaires/vendors; to coordinate Golf Course Division activities with other divisions and departments; and to provide highly complex staff assistance to the Director of Parks and Recreation.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Parks and Recreation.

Exercises general supervision over assigned support personnel and technical and functional supervision over golf course maintenance staff.

ESSENTIAL FUNCTIONS

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Develop and implement division goals, objectives, policies and procedures.
- Plan, organize and direct golf course operations; recommend improvements and modifications; prepare various reports on operations and activities; oversee and coordinate golf course maintenance.
- Direct, oversee and participate in the development of the division work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
- Prepare the golf course budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.
- Recommend the appointment of personnel; provide and/or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the Department.
- Plan, prioritize, assign, supervise and review the work of staff involved in the Pro Shop and operations activities such as reservations, customer service, merchandise sales and event operations.
- Plan and oversee implementation of marketing programs for the golf course and facilities.

- Develop, implement and supervise merchandise sales program; meet with vendors to select and order products; receive and price merchandise; control inventory.
- Oversee and monitor concessionaires/vendors; providing professional direction and ensuring District standards are met.
- Secure and protect golf course assets, including facilities and equipment.
- Develop, implement and supervise a comprehensive golf instruction program.
- Oversee and participate in the development of the daily golf play schedule including open play, tournaments, leagues and other use.
- Ensure sound relationships between division staff and golfers; keep golfers informed of the activities of the facility and encourage participation.
- Prepare and conduct presentations to the Board of Directors, the public and outside organizations; represent the District at trade shows; interact with the media as necessary.
- Serve as liaison with civic organizations and maintain cordial community relations.
- Prepare a variety of administrative and technical reports and correspondence.
- Maintain regular attendance to conduct job responsibilities.
- Establish and maintain effective working relationships with co-workers and all others contacted in the performance of assigned duties.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Organize, attend and/or conduct meetings as District representative at local, county, State and Federal levels.
- Perform all other duties as assigned.

EMPLOYMENT STANDARDS

1. Knowledge of:

- Principles and practices of golf course operation and maintenance.
- The game of golf and associated rules.
- Principles and practices of customer service, sales, marketing and teaching programs.
- Principles and practices of inventory management.
- Procedures for procurement of equipment and supplies planning.
- Building and facility management in areas of preventive maintenance, insurance and risk management.
- Principles and practices of supervision, training and personnel management.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Budgeting procedures and techniques.
- Pertinent local, State and Federal rules, regulations and laws.
- Modern office practices, methods and computer equipment.
- Safe work practices.

2. Ability to:

- Interpret and explain pertinent District and division policies and procedures as they pertain to golf course operation.
- Organize, direct and oversee Golf Course Division operations.

- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve division related issues; remember various rules and procedures; and explain and interpret policy.
- On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and communicate through written means; and lift or carry weights of 75 pounds or less.
- Gain cooperation through discussion and persuasion.
- Interpret and apply District and Department policies, procedures, rules and regulations.
- Prepare and administer a budget.
- Supervise, train and evaluate personnel.
- Operate and use modern office equipment including computers and applicable software.
- Establish, maintain and foster positive working relationships with those contacted in the course of work.
- Work long and irregular hours.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

EDUCATION AND TRAINING REQUIREMENTS

1. Education and Experience Requirements:

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: An Associate's degree from an accredited college or university with major course work in horticulture, golf course management, recreation services, business administration, public administration or related field.

Experience: Five (5) years of increasingly responsible experience in golf course management, including two years managing both golf course and Pro Shop simultaneously with some supervisory responsibility.

2. Certification & Licensing Requirements:

- Possession of appropriate and valid driver's license and driving record that complies with District policy.
- Class A Superintendent certificate issued by the Golf Course Superintendents Association of America (GCSAA).
- PGA member in good standing desirable.

WORKING CONDITIONS

Work is performed in both a typical temperature controlled office environment subject to typical office noise and conditions, and in an outdoor field environment subject to hot and cold temperatures, inclement weather, and exposure to noise. Position requires working beyond normal business hours, attendance at evening meetings and/or weekend work and the ability to travel. (See detailed Job Analysis for a more complete list of physical and mental requirements.)

Reviewed by:  **Date:** 09/09/2016

Classified by:  **Date:** 09/09/2016

Approved by:  **Date:** 09/09/2016