



Job Title: Golf Shop Manager
Department: Public Properties
FLSA Status: Exempt, Salaried, Full Time
Revised Date: See Below

Accountability

Under the direction of the Public Properties Director and Assistant Public Properties Director, respectively.

Job Summary

Oversees the daily management and operation of the clubhouse, achieving top-quality experience for members and guests.

Essential Job Functions

Manages the daily operations of the clubhouse, ensuring smooth service and efficient processes. Coordinates closely with the Golf Course Grounds Superintendent to maintain course playability and scheduling. Directs personnel management of seasonal clubhouse part-time personnel including recruitment, hiring, training, supervising, scheduling, and discipline (in coordination with City Administration). Requisitions, prices, and maintains an inventory of materials, equipment, and supplies for the various areas of the clubhouse. Oversees the daily golf experience, including collection of green fees, membership signups, reservation of tee times, cart rentals, monitoring of pace of play, establishment of handicaps, and scheduling, coordination, and supervision of leagues, tournaments, programming, and special events; administers, interprets, and enforces golf rules and course regulations; promotes the golf course through social media channels to advertise leagues, tournaments, and special events/promotions. Oversees the bar and concession area, including developing a menu, ordering food/beverages, and maintaining an inventory; schedules facility rentals; balances cash drawer and makes daily bank deposits. Establishes and maintains an attractive pro shop stocked with merchandise, equipment, and SCGC-branded apparel. Administers a facility maintenance/cleaning schedule, including restrooms, basement, storage rooms, and exterior patio; identifies and coordinates with the Public Properties Director regarding larger building and facility maintenance items. Assists in developing, preparing, administering, and monitoring the budget assigned, including preparing cost estimates and justifications for budget recommendations to be presented to the Public Properties Director. Utilizes golf reservation software; updates golf website; and maintains point-of-sale (POS) systems. Represents the City at various meetings, conferences, seminars, and classes.

Optional Job Functions

At the approval of the Public Properties Director and not to supersede the essential job functions above—develops, schedules, and offers private lessons; offers club and grip repairs.

Additional Duties and Responsibilities

May attend Park & Recreation Board meetings as requested by Public Properties Director. Assists in the development of short- and long-term golf course improvement plans in coordination with the Grounds Superintendent. Prepares/maintains usage reports of daily, membership, tournament, and special events and identifies trends within played rounds as well as food, beverage, and pro shop sales. Professionally responds to citizen inquiries, feedback, and information requests. Compiles and maintains membership mailing lists and communicates periodically with course updates. Performs cart maintenance, including preparation for daily use; coordinates with vendor for major repairs; and assists Grounds Superintendent with cart servicing in offseason.

Knowledge, Abilities and Skills

Thorough knowledge and understanding of golf course principles, etiquette, concepts and techniques, objectives, practices, and procedures for the administration of a public golf course. Good oral and written communication skills to effectively communicate on a daily basis with the public, employees, City Officials, and other City departments; high degree of organization skills to administer all functions of the clubhouse simultaneously; intermediate mathematical skills to analyze and identify trends within the various areas of the clubhouse. Demonstrated ability to plan, schedule, instruct, and supervise, the work of others; participate and contribute to short- and long-term planning objectives; and to interpret and understand budgetary information, construction plans, or other technical information. Ability to: plan, execute and evaluate programs on a continuing basis; manage conflict; operate all clubhouse equipment/software for operations. Ability to: work in adverse weather conditions; lift up to 50 pounds; carries, pushes and pulls a variety of equipment, materials and tools; stands, walks, climbs, balances, stoops, kneels, reaches, bends, and works in a crouched position for extended periods of time. Ability to work varying schedules, including early mornings, evenings, weekends, and holidays. Capability to utilize City-owned computer to create reports, process timesheets, or complete

other tasks assigned.

Education and Experience

High school diploma or equivalent. Considerable experience in playing golf; three (3) years of experience in clubhouse operations with at least one (1) year in supervising employees; OR an Associate's degree or higher in Professional Golf Management (PGM), sports management, or related field AND one (1) year of related experience; at least two (2) years' experience with various computer programs and functions is preferred; certification as a PGA Class A-Golf Pro by the Professional Golfers Association (PGA) is desired but not required; OR any equivalent combination of experience and training deemed to be sufficient for the position.

Special Requirements

Possession of a valid driver's license.

***Note:** The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. This job description may be changed or updated at any time without notice.*

Job Description Revision Approved:


City Administrator


Date