



City of Winder

Job Description: Golf Course Operations Manager

Department: Golf

Rev 4/14

EEO Function:

Pay Grade: 22

EEO Category: Professional

Status: Exempt

Pay Type: Salary

Position Number: 3170

I. Chain of Command/ Reports To

City Administrator

II. Job Summary

The golf course operations manager is responsible for overseeing and providing direction in all aspects of management of the golf course operations manager, including golf operations, course maintenance, customer service, sales and marketing, food and beverage, accounting/budgeting and human resources. The golf manager must also exercise tact and courtesy in contact with public officials, marketing agents, customers, and the general public.

III. Essential Duties and Functions

Administrative/Financial

- Follows and promotes Policy & Procedures of the City of Winder.
- Informs and advises the Mayor/City Council through the city administrator on all department issues affecting the City; provides advice, support, and information to other department heads on proposed policy and procedure changes affecting department operations.
- Assumes management responsibility for assigned services and activities.
- Participates in developing and monitoring the department's budget and is responsible for purchases.
- Approves purchasing requests and ensures all documents are submitted to the finance department.
- Reviews and/or prepares clear and comprehensive financial, administrative and analytical reports.
- Reviews and approves expenditures; as well as, monitors monthly departmental cost accounting, revenue, and expenditure reports.
- Manages cash flow and establishes controls to safeguard funds in coordination with the finance director.
- Participates in the development and implementation of short- and long-term plans and specifications for projects.
- Oversees and directs the planning for facilities maintenance and projects according to cost projections.
- Develops strategic priorities, goals, and objectives; establishes criteria to determine efficiency and effectiveness of the golf course.

- Provides monthly reports to the city administrator and other reports as required.
- Attends meetings as required.

Supervisory/Management of Employees

- Performs a wide variety of administrative tasks including but not limited to: hiring, training, motivating, and evaluating assigned personnel; working with employees to correct deficiencies; and conducts/enforces disciplinary and termination procedures.
- Provides leadership to employees; schedules and directs work of technical, clerical, skilled and semi-skilled workers; trains new employees as needed; resolves work quality or personnel conflicts with crew members.
- Ensures that employees assigned, are following city policy.
- Oversees the implementation of training and safety programs for golf course employees.
- Responsible for maintaining time entry, approves overtime and leave requests for subordinates within designated timeframes for payroll.
- Manages, monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures and reviews and recommends appropriate service and staffing levels.
- Oversees the keeping of accurate records of work accomplished including hours, materials, and equipment used.
- Inspects progress of projects in the field, through reports, and the review of completed work orders; evaluates the level of service provided as a basis for making improvements to productivity and cost effectiveness.
- Inspects the work of department personnel and contractors to ensure compliance with City policies, guidelines, specifications, standards and contract provisions.
- Responds to citizen complaints or inquiries by phone, in person, and by written correspondence or email.
- Ensures the department property is inspected and needed repairs are identified.
- Approves travel/training requests.

Operations

- Monitors operation of golf program, including teaching, scheduling, tournaments, driving range, cart rentals, and pro shop facility.
- Ensures that golfers are adequately informed of the activities of the golf facility and encourages their participation. Ensures that sound relationships are maintained between staff and customers and/or members, and that proper consideration is given to customer and/or member complaints and suggestions.
- Oversees the implementation and monitors the processes to attract new members and revenue creating events.
- Oversees the productivity and cost savings opportunities that do not detract from member/guest quality and service standards.
- Ensures the golf course is not placed in a position of liability by noncompliance with regulatory requirements and acts of negligence.
- Ensures that the golf course is operated in accordance with all applicable local, state, and federal laws.
- Participate in special City events as required.
- Work with other departments as assigned.

- Performs light to heavy manual labor and/or unskilled to semi-skilled tasks to assist with golf course operations.
- Works with various chemicals and/or materials.
- Operates equipment needed for the project; performs inspection of equipment and provides for service and maintenance.
- Prepares for emergency response activities and supervises assigned unit during emergencies.
- Work with other departments as assigned.
- Maintains uniforms and other assigned equipment in functional and presentable condition.
- Performs related duties as assigned

IV. Knowledge, Skills, and Ability:

- Knowledge of acceptable golf operations.
- Knowledge of sales and marketing techniques.
- Knowledge of budgeting methodology and general business administration practices.
- Knowledge of safety regulations.
- Advance knowledge of Microsoft Word and Excel.
- Knowledge of principles of supervision, training and performance evaluation.
- Ability to use City software as intended.
- Ability to operate a variety of office equipment (i.e. phones, fax, printers, computer, etc.).
- Ability to estimate material and equipment types and quantities needed to complete assignments
- Ability to motivate and evaluate staff and provide for their training and development.
- Ability to do arithmetic computations including multiplication, division, fractions, decimals and conversions.
- Ability to present proposals and recommendations clearly and logically in public meetings.
- Ability to interpret and apply applicable federal, state and local policies, laws and regulations.
- Ability to work independently.
- Ability to work routinely under highly stressful conditions.
- Ability to supervisor assigned staff.
- Ability to provide effective leadership to staff.
- Ability to prepare and review financial documents.
- Ability to maintain confidentiality.
- Ability to promote a positive work environment.
- Ability to wear protective gear.
- Ability to pass drug testing as noted in policy.
- Ability to communicate in English.
- Skill in understanding and following oral and/or written instructions.
- Skill in establishing and maintaining effective working relationships with City employees and the public.

V. Licenses and Certifications Required

- Valid Georgia Driver's License.

VI. Qualifications

- Associate degree from an accredited college.
- Minimum eight (8) years of experience in a service-oriented, hospitality industry, such as golf course management, hotel, resort management, or related experience.
- Five (5) years of management experience with progressive levels of responsibility in a position with significant operational and financial responsibility over a golf course.
- No felony convictions within the prior ten (10) years or while employed in the position.
- Must be a citizen of the United States.
- Must pass a detailed background investigation.
- Work evenings, weekends and/or holidays as required.
- Must be able to be bonded and pass a credit check.

VII. Physical Requirements

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, crawl; and smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee must be able to perform heavy physical labor, including having sufficient strength to lift and carry tools and materials weighing up to 65 pounds.

Hearing: Hear in the normal audio range with or without correction. Able to hear in-person; as well as, distinguish radio and telephone conversations, recognize differences or changes in sound patterns and loudness or pitch.

Attendance: Regular, predictable, consistent and timely attendance is an essential function of the position, in that the failure of such attendance undermines the City's ability to provide critical services to employees, department and the public.

VIII. Working Conditions:

This position works primarily in an office environment. While performing essential duties of the job, work in an environment under constant deadlines, and may be exposed to dust, cleaning fumes, and works around office equipment. The noise level in the work environment may be moderate to loud.

While performing the duties of this job, the employee occasionally works in outside weather conditions, and is occasionally exposed to wet and/or humid conditions, extreme cold, and extreme heat. Work with exposure to difficult circumstances, including exposure to dangerous situations, and hazardous materials.

IX. Supervisory Controls/Responsibility:

Oversees all aspects and staff assigned to the golf course.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.