



POSITION DESCRIPTION

FLSA: Exempt

POSITION TITLE: Head Golf Professional

FACILITY/DEPARTMENT: Golf Operations

REPORTS TO (TITLE): General Manager / Director of Golf

SUPERVISES: All areas of Golf Operations

DATE: November 2018

BASIC FUNCTION: Direct all golf staff to provide exceptional customer service and create a superior product in order to reach all projected financial budgets. Strive for the highest standards to provide a 4-Star experience. Implement solid business strategies and efficiencies to guide the operation in a successful direction.

QUALIFICATIONS:

- ❖ Excellent communication skills
- ❖ Class-A PGA Certification
- ❖ Excellent organization skills
- ❖ Excellent interpersonal skills

WORK EXPERIENCE REQUIRED:

- ❖ 2-4 years direct experience as Head Golf Professional

EDUCATION, KNOWLEDGE AND TRAINING:

- ❖ College degree preferred

ESSENTIAL FUNCTIONS:

1. Handles day-to-day management of golf operations to insure all quality levels, standards and traditions are maintained.
2. Oversees the daily golf experience such as speed of play, conditions, levels of service, maintenance and the cleanliness of the golf operations facility and course.
3. Works in conjunction with Golf Course Superintendent to determine proper scheduling of maintenance practices in order to provide optimum playing conditions.
4. Forecasts rounds, revenues and gross operating revenue on a weekly and monthly basis.
5. Orchestrate merchandising program. This includes: increasing overall retail sales, golf shop appearance, ordering, receiving, pricing, inventory control and establishing a monthly and yearly buying plan.
6. Responsible for preparation and management of operating budget to include revenue, cost of sales and expenses.
7. Fills in for General Manager / Director of Golf in his/her absence.
8. Plans yearly tournament schedules and coordinates the events.
9. Develops and establishes a broad range of relationships among customer base by being visible at all times.

10. Provides leadership to Assistant Golf Professionals to assist in the development of their careers.
11. Takes golf reservations.
12. Prepares weekly work schedules and ensures proper daily staffing levels for the golf operation.
13. Coordinates all hiring for Golf Operations and performs reviews on a timely basis.
14. Counsels and disciplines all staff in accordance with policies and procedures set forth by Pinnacle HR Group.
15. Provides instruction to all player levels.
16. Maintains playing ability to properly represent the facility and Pinnacle HR Group.
17. Responsible for self-education and self-improvement by attending PGA seminars, workshops and merchandise shows.
18. Maintains a professional image and personal appearance at all times.
19. Oversees the car maintenance program as to provide safe and clean vehicles for all members and guests.
20. Oversees daily staffing levels to ensure proper labor needs are scheduled for the forecasted rounds of golf.
21. Protects and maintains all company assets.
22. Promotes the image and standards of the facility and Pinnacle HR Group through the media, PGA of America and other professional organizations.
23. Develops safety programs and monitoring for all employees in Golf Operations.
24. Assists with other duties as needed or requested by the Director of Golf.

MARGINAL FUNCTIONS:

1. Active involvement with community associations and public speaking on behalf of the facility.
2. Respond to any reasonable task assigned by the General Manager / Director of Golf Operations or Pinnacle HR Group.

ENVIRONMENT: Inside well-lit office environment with comfortable ventilation and outside in all areas of golf operation.

POSITION ANALYSIS/SPECIFICATIONS

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting		X		
Standing			X	
Walking			X	
Bending Over		X		
Crawling	X			
Reaching			X	
Crouching		X		
Kneeling		X		
Balancing		X		
Pushing/Pulling		X		
Lifting/Carrying				
10lbs or less			X	
11lbs to 25lbs			X	
26lbs to 50lbs		X		
51lbs to 75lbs		X		
76lbs to 100lbs	X			
Over 100lbs	X			
Manual Dexterity			X	
Fine Motor Skills			X	
Gross Motor Skills			X	
Eye/Hand Coord.		X		
Near Vision			X	
Far Vision			X	
Color Recognition		X		
Hearing			X	

ENVIRONMENTAL FACTORS

	<i>YES</i>	<i>NO</i>
Working Outside	X	
Working Inside	X	
Working Alone	X	
Working Closely With Others	X	
Excessive Cold/Heat	X	
Excessive Humidity/Dampness	X	
Noise/Vibrations		X
Working Above Ground	X	
Working Below Ground		X
Working with Chemicals/Detergents/Cleaners	X	
Working Around Fumes/Smoke/Gas		X
Walking on Uneven Surfaces	X	
Motorized Equipment or Vehicles	X	
Working Around Machinery/Motorized Equip.	X	
Climbing on Scaffolds or ladders		X



ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description for **Head Golf Professional**. The Job Description statements 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 construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

I have read the Position Guidelines and Position Analysis/Specifications and testify that I am able to perform the essential job functions for this position.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

MANAGERS SIGNATURE: _____

PROPERTY: _____