

ASSISTANT GOLF PROFESSIONAL

Position Code: 1700
WC Code: 9060
FLSA Status: Non-exempt
Pay Grade: 345
Location: Golf Course
Approval Date: 2022

General Statement of Duties

Performs professional duties of an Assistant Golf Professional for the municipal golf course and acts in the absence of the Head PGA Professional.

Distinguishing Features of the Class

An employee in this class serves as an Assistant Golf Professional that includes supervising golf cart/range workers, marshals and starters, providing customer service and assisting with operation of the golf shop. Work includes public relations through daily public contact in collecting fees, scheduling tee times and selling merchandise, and resolving problems or questions from the public. Work requires professional golf knowledge, playing abilities and teaching the game of golf, as well as tact and diplomacy in extensive public contact dealing with the general public, private groups, businesses, special interest groups within Town government and other golf professionals. Work may subject the employee to inside and outside environmental conditions, noise, vibration and hazards associated with golf course work, fumes, odors, dust, mists and oils. Work is performed under the general supervision of the Head PGA Professional and reviewed through daily observation, customer feedback and results.

Duties and Responsibilities

Supervises part-time staff employed in the outdoor operations of the course, to include golf cart/range workers, marshals and starters.

Provides customer service; answers the telephone; schedules tee times; asks for and records number of players, day and time preferred and determines best time available to meet requests; considers times set for organized playing groups and standard tee times, collects fees from players as check in; explains standard and special daily rules as appropriate for new and continuous players; checks calendar and sets aside dates for tournaments; and may meet with customers and assist the Head Pro in coordinating event details.

Sells merchandise in the golf shop; helps customers with selection of appropriate golf equipment by explaining the different design and functional features of various manufacturers; enters costs in register; totals and receipts cash, checks and/or charge; assists with maintaining annual inventory and recommends replenishing items low in inventory; may place orders.

Assists with handling problems with customers; calls to get coverage from cart helpers, marshals or starters.

Maintains bookkeeping system for all golf shop operations on a daily basis; balances daily receipts, counts out cash drawers and reconciles daily reports for overages and shortages.

Maintains playing ability at reasonable standards to play with course members.

Assures safety regulations are followed by staff as appropriate.

Performs any and all tasks required to ensure smooth operations and timely customer services, such as rotating and washing carts and lining up carts for tournaments or starting players at tee boxes.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Working knowledge of the principles, theories and practices of the golf shop operations, procedures and cash management and customer relations.

Considerable knowledge of the game of golf, the principles and techniques for playing golf, USGA rules and regulations, and the principles and methods of golf instruction.

Working knowledge of safety regulations associated with golf course work.

Ability to supervise and train staff, community service workers and volunteers.

Ability to establish and maintain effective working relationships with employees, volunteers, officials, and the general public.

Ability to use sound judgment, tact, diplomacy and firmness in handling angry customers during volatile situations.

Ability to communicate effectively in oral and written forms.

Knowledge of computer operation and prefer knowledge of golf course software and use of the internet.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to grasp, handle, feel or operate objects, tools, or controls and talk or hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate tools and equipment.

Must be able to perform medium work exerting up to 50 pounds of force occasionally; and/or up to 20 pounds of force frequently; and/or up to 10 pounds of force constantly to move objects. Lifts and carries equipment and/or materials (up to 25 pounds) to perform assignments.

Must possess the visual acuity to play golf at a professional level, to prepare and analyze budget and activity data and figures, to operate a computer, and to be able to inspect the work of others.

Minimum Education and Experience

Graduation from a college or university, and three to five years of experience in golf course operations; or an equivalent combination of education and experience.

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