

HEAD GOLF PROFESSIONAL

Position Code: 2500

WC Code: 9060

FLSA Status: Exempt

Pay Grade: 354

Location: Golf Course

Approval Date: 2023

General Statement of Duties

Performs professional duties of a head golf professional for the municipal golf course.

Distinguishing Features of the Class

An employee in this class performs a variety of supervisory and professional golfing duties in the operation of the pro shop, tournament coordination, and providing golf instruction. Work includes handling public relations daily through organizing daily play schedule sheets and resolving problems or questions from the public; implementing the golf shop merchandising plan including purchasing, coordinating, scheduling, and details of tournaments; and planning and conducting individual and golf instruction clinics for varied age groups. In the absence of the Golf Course Manager, the employee is in charge and makes necessary decisions on daily operations. Work involves daily supervision of the Assistant Golf Professional and golf cart maintenance positions, part-time and volunteer marshals, starters, and cart helpers. Work requires PGA Head Professional certification and membership; independent initiative and tact and diplomacy in extensive public contact dealing with the public, private groups, businesses, special interest groups within the 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 Golf Course Manager and reviewed through observation, periodic conferences, reports, and results.

Duties and Responsibilities

Performs public relations activities daily through work in the pro shop, interactions with customers through fee collection, and by the way of organizing daily tee time sheets; balances needs of members for individual and tournament play, time of year, and course conditions.

Plans and implements a merchandising plan for the pro shop; prepares, justifies a budget, and monitors expenses; recommends plans to the Golf Course Manager; handles purchasing for varied golf merchandise including clubs, bags, clothing, balls, etc.; meets with companies or sales representatives; purchases supplies for cart maintenance and driving range; reviews and signs invoices.

Maintains bookkeeping system for the pro shop; balances daily receipts, counts out cash drawer amounts; records overages or shortfalls; completes daily reports.

Coordinates tournaments; schedules tournaments including outings; meets with the tournament representative to set the date, time, and format; orders prizes; collects fees for the event; prepares cart signs, score cards, rule sheets, and scoreboard; forms equally paired teams; coordinates space and set-up with caterers and with carts line-up and preparation with cart maintenance on the day of the tournament; assists with explaining rules and starting events, recording scores and determining winners, presenting prizes and other services required during and after the event.

Plans and recommends instruction clinics for men, women, seniors, and youth; provides private and group instructions; formulates lesson plans and evaluations.

Manages in-house Junior Golf Program including scheduling, budgeting, organizing, communication, advertising, and staffing.

Supervises work of subordinates; participates in the selection, trains staff, evaluates performance, coaches, and recommends disciplinary action as required.

Maintains playing ability at reasonable standards to play with course members, pro-ams, and other professional events through the PGA; maintains educational re-certification requirements by PGA to keep Class A certification.

Assures safety regulations are followed by staff as appropriate.

Performs any task necessary to fill in and 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.

Performs other duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of the principles, theories, and practices of golf course management and operation, including merchandising and budgeting.

Considerable knowledge of the game of golf, of the principles and techniques for playing golf, Professional Golf Association (PGA) rules and regulations, and the principles and methods of golf instruction.

Working knowledge of safety regulations associated with golf course work.

Skills in playing golf and ability to instruct.

Ability to organize and supervise staff.

Ability to develop and maintain effective working relationships with employees, the public, community, and business leaders, contractors, superiors, officials, PGA officials, and other course professionals and managers.

Ability to use sound judgment, tact, diplomacy, and firmness in handling customers.

Ability to express oneself clearly and precisely in oral and written forms.

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 an accredited college or university and five to seven years of experience as a head PGA golf professional and three to five years of supervisory experience; or an equivalent combination of education and experience.

Special Requirements

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