

GOLF COURSE CLUBHOUSE SUPERVISOR – 18-HOLE

FUNCTION OF THE JOB

Under direction, to manage and supervise the operation of a golf course clubhouse and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Manages and supervises the golf course clubhouse operations including concessions.
2. Promotes the golf course and the facility through daily public relations with customers, special events, leagues, tournaments, and group outings.
3. Updates content on various media, including the Waukesha County golf website, golf course Facebook page, providing mass e-mail coupons and other marketing and advertising programs.
4. Regulates play of an 18-hole golf course and explains course rules and policies to general public.
5. Promotes golf accessory product merchandising through the selection of a full product line, point of sale promotions, pricing and implementation of inventory control procedures.
6. Directs the maintenance of golf course clubhouse facilities and equipment.
7. Trains, evaluates, and supervises a large number of seasonal personnel in the operation of the golf course clubhouse.
8. Makes recommendations concerning the selection and discipline of individuals for the golf course clubhouse.
9. Organizes work schedules and oversees the selling of golf accessories, refreshments, and golf permits.
10. Enforces golf course safety regulations and rules.
11. Supervises the rental, use, and maintenance of a large fleet of golf cars.
12. Promotes golf through the provision of golf instruction at the facility.
13. May supervise the operation of the driving range.
14. Recommends golf course policy changes as they relate to the operation of the golf course including clubhouse operations.
15. Administers and interprets adopted policies for the general public as they relate to golf course activities.
16. Maintains detailed daily, weekly, and monthly financial and statistical records as they relate to the operation of the golf course.
17. Establishes and maintains effective working relationships with staff, golfing patrons, and the general public.
18. Prepares and makes complex written and oral reports on the operation of the golf course.
19. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of golfing rules, etiquette, equipment, and methods of play.
2. Comprehensive knowledge of modern business principles and practices as they relate to the operation of a golf course clubhouse.
3. Comprehensive knowledge of administrative, managerial, and supervisory principles and practices.
4. Comprehensive knowledge of the promotion of golf and its merchandise.
5. Considerable knowledge of recognized principles and practices of purchasing as it relates to golf course clubhouse merchandise and concessions.

QUALIFICATIONS

Essential Knowledge and Abilities (continued)

6. Ability to train, assign, and supervise the work of others.
7. Ability to evaluate work situations, identify problems and determine appropriate solutions.
8. Ability to plan, organize, and effectively carry out a variety of assignments.
9. Ability to establish and maintain effective working relationships with staff, golf patrons, and the general public.
10. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
11. Ability to maintain comprehensive records and accounts, and to prepare written and oral reports.
12. Ability to utilize word processing, database, and spreadsheet programs.

Training and Experience

1. Graduation from high school or GED equivalent.
2. Five years of responsible work experience in golf course management.
3. Post high school training in the field of golf course management may be substituted on a year-for-year basis to a maximum of three years of work experience.

OR

4. Graduation from high school or GED equivalent; and
5. Class A Membership in the Professional Golfer's Association.