

South Jordan City

Job Description

Title:	Golf Professional/Manager	Effective Date:	10.15.2020
Org:	640280	FLSA:	Exempt
Pay Grade:	17	Workers Comp:	Municipal

This is an “at-will” position. The employee or the City may end the employment relationship at any time, with or without cause or explanation.

GENERAL PURPOSE

Manage and supervise all aspects of the facility including its activities and the relationships between the facility, its patrons, employees, community, and the golf industry. Oversee golf course, practice range, golf shop operations, batting cages, miniature golf, and coordinate on-site with food concessions.

SUPERVISOR

Director of Administrative Services

POSITION(S) SUPERVISED

Mulligan’s Customer Service Supervisor
Greenskeeper
Mulligan’s Mechanic/Assistant Greenskeeper

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee’s manager.

Job attendance is required, except for authorized leave.

Develop long range and annual business plans for operations of the golf and games facility.

Develop and implement operating procedures and general programs in harmony with the City mission and general policies.

Monitor the performance of all daily operations, functions, and services; assure high standards and total customer satisfaction.

Oversee daily operations of the facility including hiring, training, and discipline of personnel; oversee customer service, standards, and facility maintenance; oversee front counter operations to ensure maximum customer service results.

Supervise the golf course greens keeper and crew. Work closely with greens keeper in maintaining and improving the golf course as well as implementing new projects.

Provide expertise and guidance to ensure proper hiring, training, supervising, personal development and corrective action in accordance with applicable employment laws, safety standards and established policy.

Ensure accurate recording of division timekeeping and provide timely, accurate payroll processing information.

Develop, implement, and monitor center's annual budget; track expenses and revenues generated by the facility; track daily, weekly, monthly, and yearly attendance figures; implement corrective measures as needed, and report status on a monthly basis; make recommendations for capital improvements and equipment.

Monitor compliance with all purchasing policies and procedures. Maintain knowledge and compliance with all lease terms and contractual obligations.

Develop and implement marketing strategy for the facility which includes promotional events, marketing tools and advertisement of the facility.

Secure and protect assets, including financial, facilities and equipment. Oversee the care and maintenance of all physical assets and facilities. Coordinate and schedule with other departments the maintenance and use of the facility; review and inspect facility, programs and operations for safety hazards and other potential problems.

Perform daily duties of opening or closing the golf shop, receiving fees, providing customer service, and other tasks needed.

Investigate and resolves complaints or inquiries from employees and patrons concerning the operations of the facility; deal appropriately with confrontational situations.

All or a majority of the essential job duties may be performed from a remote location.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Bachelor Degree in Recreation Management or related field.

AND

B. Five (5) years of experience as golf professional, manager, or supervisor of a golf course/golf & games/customer service operation.

2. Special Qualifications:

Class A Member of PGA America (Preferred)

Valid Utah Class D Driver License

Utah Food Handler's Permit

3. Knowledge, Skills and Abilities:

Knowledge of operation procedures of facilities or other comparable facilities.

Knowledge and background of golf facilities and programs.

Knowledge and experience in planning, prioritizing, and organizing a complex workload.

Excellent public relation and communication skills.

Ability to operate a personal computer and Microsoft products.

Ability to establish and maintain effective working relationships with co-workers, the public, news media and other departments or agencies; ability to follow written and oral instructions; ability to create effective working relationships with employees and the public.

4. Working Conditions:

Ability to work long and irregular hours.

Intermittent exposure to stress as a result of human behavior.

Tasks require a variety of physical activities, such as walking, standing, stooping, sitting, reaching, lifting, etc. Talking, hearing and seeing are essential to the performance of the job. Daily exposure to weather extremes and seasonal conditions. The employee is occasionally required to use hands to handle, finger, feel or operate objects, tools, or controls and reach with hands and arms. Mental application utilizes memory for details, verbal instructions and discriminating thinking. Frequent local travel required in normal course of job performance.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Municipal Exempt	EEO-4 Class:	Official/Adm
Location:	Mulligan's	EEOP Class:	Official/Adm
Group/BU:	General Pay Plan	Tech-Net Match:	1195