



Job Description

TITLE: Golf Course General Manager/Head Professional	JOB CODE: 2475
DEPARTMENT: Parks and Facilities	FLSA: Exempt
PREPARED: January 2010	FLSA CLASS: Supervisor
UPDATED: March 30, 2022	WORK LOCATION: Kirtland, NM
	REMOTE WORK ELIGIBLE: NO

Summary: The Golf Course Manager is a Class A PGA professional responsible for the detailed operation of the Riverview golf course in supervising and administering the overall function of the golf course. This position is a contract position that supervises the golf shop operation, food and beverage operation, and maintenance operation. Commission is paid at 5% of the gross pro shop merchandise sales and 5% of the gross food and beverage sales. Work is performed under the general supervision of the Parks and Facilities Director.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Supervises and administers the overall functions of the golf course.
- Must adhere to the PGA Code of Ethics and PGA dress code.
- Uses excellent customer service skills, establishes and maintains effective working relationships with other employees, officials, and all members of the general public.
- Responsible for hiring, disciplining, and/or termination of employees according to County personnel policy and procedures.
- Responsible for assisting in the annual budget process by submitting requests to the Parks and Facilities Director; administers the golf course budget in a fiscally responsible manner. Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Manages and supervises assigned operations to achieve goals within available resources.
- Trains, motivates and evaluates assigned staff; reviews progress and directs changes as needed.
- Maintains harmony among workers and resolves grievances.
- Determines work procedures, prepares work schedules, and expedites work flow; studies and standardizes procedures to improve efficiency and effectiveness of operation.
- Responsible for daily cash receipts.
- Responsible for maintenance of all records at facility.
- Interprets and enforces policies, rules and regulations of the golf course. Ensures that all patrons adhere to course policies and regulations.
- Responsible for the inventory of the golf shop merchandise and grill operations. Monitors sales to ensure an adequate stock of inventory within budget requirements. Provides accurate physical counts of inventory to Finance Department as determined. Acquires inventory within Purchasing Department guidelines.
- Schedules and administers all golf tournaments held at facility.
- Prepares a variety of studies, reports and related information for decision-making purposes.
- Coordinates golf operations with maintenance department operations to ensure customer satisfaction.
- As needed, assists with the day to day operation of facility.
- Communicates official plans, policies and procedures to staff and general public as required.
- Responsible for providing a well rounded teaching program to include private and group instruction.
- Serves as a liaison to various golf associations, leagues, and tournaments held at the facility.
- Performs other related duties as assigned.

Required Knowledge and Skills:

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Golf Course General Manager/Head Professional

- Knowledge of business management practices of public golf courses.
- Knowledge of municipal finance and accounting practices preferred, but not required.
- Experience in merchandising and golf shop operational skills.
- Experience in organizing and teaching instructional programs.
- Experience with a food and beverage operation.
- Experience in marketing public golf course facilities.
- Knowledge of purchasing procedures and processes.
- Knowledge of County policies and procedures.
- Skill in effectively managing and leading staff, and delegating tasks and authority.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in effectively managing, leading and delegating work and projects.
- Skill in communicating effectively, both orally and in writing.
- Skill in planning and implementing policies and procedures.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in establishing and maintaining effective working relationships with elected officials, County staff and the general public.
- Skill in the use of a personal computer and standard business software.
- Skill in reading, understanding and interpreting blueprints and schematics.

Education and Experience

- Bachelor's degree in golf management, business administration or related field and five (5) years' experience managing a full service 18 hole golf course; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Must be a Professional Golf Association (PGA) member or ability to obtain such membership with six (6) months.
- Valid first aid card and CPR card or ability to obtain one within six (6) months.
- Valid State of New Mexico Driver's License or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office and an outdoor environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports. May be subject to adverse weather conditions.
- While performing the duties of this job, the employee occasionally works near moving mechanical parts and in outside weather conditions.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment, cash register, golf cart, and various hand tools.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____