

## **HEAD GOLF PROFESSIONAL Job Description**

**Job Title:** Head Golf Professional  
**Department:** Golf Operations  
**Reports To:** General Manager  
**FLSA Status:** Exempt  
**Prepared By:** Human Resources  
**Prepared Date:** October 2004  
**Approved By:** General Manager  
**Approved Date:** October 2004

### **SUMMARY**

Present a professional and positive image of the Club while promoting and managing all golf-related activities. Responsible for insuring that all members and their guests have an exceptional golfing experience.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Plan, promote and direct all golf activities.
- Responsible for the overall direction, coordination and evaluation of golf operations; manage the day-to-day personnel function; carries out supervisory responsibilities in accordance with the Club's policies and applicable laws.
- Prepare annual and monthly budget and operating plan for golf operations; identify and present other options that will increase revenue or reduce costs while maintaining the highest quality programs and services possible for the members; take corrective actions as necessary to help assure that budget goals are attained.
- Consult with the General Manager on golf course and practice range operation, maintenance and rules.
- Administer, interpret and enforce all club rules and policies that govern the use of the course, golf cars, and other golf-related facilities.
- Cooperate with the Course Superintendent on maintenance issues that affect the playability of the golf course.
- Under the direction of the Golf Committee, implement and administer a system governing the start of play and the handicap system.
- Create and enforce in a consistent manner all of the Club's rules and regulations governing the use of the golf course, golf carts, and other golf facilities.
- Oversee club tournaments and related events.
- Be open and interested in members' suggestions, resolving issues as they arise, including presentation of more difficult issues and possible solutions to the General Manager.
- Operate and maintain a reputable golf shop and practice facility that features a range of quality merchandise and services reflective of members' needs; oversee the ordering of and/or may order merchandise for golf shop and provides the best selection possible within the constraints of inventory and quality limits in adherence with Club standards.
- Provide competent golf instruction, and supervise teaching staff; provide age- and skill-appropriate golf lessons to members and their guests; design and conduct golf clinics for all skill levels.
- Enthusiastically promote golf and golfing activities with a high level of service; play golf with members of all skill-levels to generate enthusiasm.

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- Supervise the rental and use of golf carts and maintenance of such equipment.
- Supervise proper charging to member's accounts for the collection of fees from guests, green fees, cart fees, merchandise and services.
- Attend national and regional conferences, meetings, merchandise shows, educational and professional shows to encourage development and to enhance quality and image of the Club.
- Represent the Club in professional golf activities in a reputable, professional manner; participate in public relations efforts in and around the Club and community.
- Ensure protection of Club assets within areas of responsibility.
- Ensure the maintenance of professional housekeeping standards.
- Uphold the PGA Code of Ethics.
- Support safe work habits and a safe working environment at all times.
- Perform other duties as directed.

## **SUPERVISORY RESPONSIBILITIES**

- Manage all personnel functions by developing, maintaining and evaluating personnel in effective, efficient and safe work practices.
- Provides for, develops, trains, and maintains a professional work force.
- Ensure all services to members are conducted in a highly professional and efficient manner.
- Ensure a safe working environment and attitude on the part of all employees in areas of responsibility.
- Attend all staff, management, Golf Committee and other applicable meetings.
- Achieve department goals through development and management of an effective budget.
- Plan professional development and training activities for subordinates.

## **OTHER SKILLS AND ABILITIES**

- Ability to interact positively with supervisor, management, coworkers, members, and the public to promote a team effort and maintain a positive and professional approach.
- Ability to produce a high volume of work in a timely manner, which is accurate, complete, and of high quality.
- Ability to come to work regularly and on time, to follow directions, to take criticism, to get along with co-workers and supervisors, to treat co-workers, supervisors and members/guests with respect and courtesy, and to refrain from abusive, insubordinate and/or violent behavior.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

Bachelor's degree from four-year college or university; and, five to eight years related experience and/or training; or equivalent combination of education and experience. PGA Class A member in good standing.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or

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innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

**COMPUTER SKILLS**

Advanced working knowledge of various computer software programs, including GHIN.

**MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY**

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.,) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

PGA Class A, Valid Driver's License.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee is occasionally required to walk; sit; use hands to finger, handle, or feel; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and distance vision.

**WORK ENVIRONMENT**

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

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Print Name

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Signature

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Date