

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Golf Manager	Job Code: 3209
Date: April 9, 2018	EEOC Code: PR
FLSA Designation: Exempt	Civil Service Status: Covered (UC)

DEFINITION: This is administrative, management, planning, and supervisory work with responsibility to direct the daily programming and facility operations of the City municipal golf course.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Director of Parks and Recreation and performs all tasks under general direction. This work is distinguished by its comprehensive responsibility to manage, market, and operate the municipal golf course.

ESSENTIAL DUTIES: Manage, supervise, plan, and coordinate work of golf course employees including scheduling of workload and coordinating workflow; plan and implement short- and long-term strategies to ensure optimum use of course resources to meet the public need; develop course programs and capital improvement projects for the property and facilities; oversee golf course maintenance, repairs, and improvements; coordinate course reservations; develop, implement, and maintain a golf business plan and create supporting policies and procedures; collect, interpret, and present weekly, monthly, and annual statistics on golf course revenue and other performance measures; coordinate with other work groups, departments, and contractors to meet course operational objectives; direct and supervise the collection and accounting of green fees, season pass fees, cart rentals, and other course revenues; manage and operate the pro shop including ordering, selling, and renting merchandise, equipment, and supplies; maintain inventory records; maintain pro shop facility and ensure it is open for reasonable hours of business consistent with public demand; oversee security of the course and its facilities; manage food service operations and solicit and negotiate contracts for food and concessions services; develop comprehensive lesson program for all ages; coordinate and provide golf lessons for all groups and levels of players; operate youth development programs and leagues; organize golf tournaments and negotiate with groups to host corporate and group events; cooperate with Utah Golf Association in establishing handicaps for interested players; promote golf programs through advertising, scheduling tournaments, and developing golf associations for a variety of demographics.

Research, develop, and submit a timely and accurate budget and monitor it throughout the fiscal year; prepare and present various statistical and analytical reports; identify, evaluate, and resolve employee issues; conduct performance appraisals and enact discipline and recognition as needed; make staffing decisions including hiring and firing; maintain and review a variety of records, reports, and documentation; ensure assigned employees are trained in all aspects of their assignment; develop and conduct training as needed; review work of direct reports to assure that work is performed effectively and safely; serve as a technical resource on complex issues; lead staff meetings; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Public or Business Administration, Finance, Accounting, or related field and five (5) years of professional management experience **OR** an equivalent combination of job-related education and experience [substituting each one (1) year of post-secondary education/training for six (6) months of experience]. Requires working varied schedule as needed during peak golf season.

License(s)/Certificate(s): A valid, lawful Driver's License is required. Class A Member

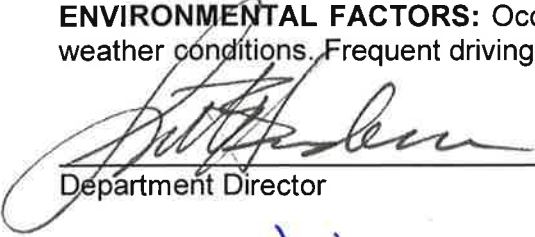
Certificate in good standing of the PGA or LPGA and Level III Teacher Education Program Certificate required.

SELECTION FACTORS: Knowledge of: supervisory and management principles, techniques, and methods; general accounting principles; retail sales related to purchasing, inventory, and promotion of items sold in the pro shops; sports fashion trends and golf equipment trends; related laws, codes, rules, and regulations governing functions of the position; USGA rules, handicaps, course rating system, and golf mechanics; basic English composition, spelling, and grammar; modern marketing and promotions techniques and strategies. **Skill in:** interpersonal relations and management as applied to the direction and supervision of employees; developing and managing successful golf instruction and other player development programs for men, women, and junior golfers; organizing successful golf facility marketing and promotional programs; operating systems and software for golf shop point-of-sale and tee time reservation; professional golf instruction for players of all abilities; practicing trust-building behaviors. **Ability to:** coordinate and expedite golf activities, such as leagues and tournaments; communicate effectively both verbally and in writing; keep accurate records; deal with the public in a pleasant, courteous, and calm manner in all circumstances and always maintain effective working relationships; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; prepare clear, concise, and accurate and informative reports; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness toward fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service; lead the work of others.

TOOLS AND EQUIPMENT USED: Computer, basic office machines/equipment, motorized vehicle as needed, basic software and word processing programs, golf cart, may use basic hand tools and golf course maintenance equipment as needed.

PHYSICAL DEMANDS: Requires sitting at a computer or desk for long time periods while maintaining concentrated attention to detail. Generally comfortable physical working conditions, requiring light physical effort. Must have ability to effectively teach others proper golf techniques and form.

ENVIRONMENTAL FACTORS: Occasional exposure to heat, cold, dust, rain or other outdoor weather conditions. Frequent driving of an automobile.



Department Director

3/29/18
Date



Mayor/Chief Administrative Officer

4-9-18
Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.