

City of Grand Rapids Job Description

Job Title: Assistant Golf Professional
Department: Pokegama Golf Course
FLSA Status: Full Time Seasonal; Hourly; Non-Exempt
Approved By: City Council
Approved Date: ~~February 26, 2024~~

Position Summary:

The Assistant Golf Professional assists the Director of Golf with all golf shop activities and outside services operations and is responsible for ensuring that pass-holders and guests receive outstanding customer service, which **meets or** exceeds their expectations. The Assistant Golf Professional is instrumental in organizing and implementing golf events, tournaments, outings, leagues, teaching clinics and other golf programs designed to improve Pokegama Golf Courses products and services, as well as its competitive position in the marketplace.

Supervision Received:

Works under the supervision of the Director of Golf.

Supervision Exercised:

Supervises golf shop staff, outside services, starters, rangers.

Essential Duties and Responsibilities:

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to that position. Other duties may be assigned.

- Assist in implementing applicable operating and safety policies and procedures pertaining to golf shop and outside service activities. Ensure procedures are followed to open, close, and secure the golf shop and storage buildings.
- Handle cash flow in the golf shop, ensuring that cash and credit card charges balance with sales receipts, in accordance with operating procedures.
- Monitor the performance of assigned staff including golf shop attendants, starters, rangers, and outside service staff to ensure customer service standards and productivity goals are achieved.
- Ensure the golf shop, storage areas, ~~cart-shed~~ and grounds are maintained per Pokegama Golf Course cleanliness and appearance standards. Maintain clean, presentable, and fully stocked merchandise displays.
- Ensure accurate tracking of types and quantity of golf rounds played. Monitor customer preferences, usage patterns, and satisfaction with Pokegama Golf Course products and services. Assess the quality of internal and/or external customer service and speed of play. Recommend plans for continued improvement.

- Interact with pass-holders and guests in a congenial and professional manner.
- **Always** Maintain pleasant and professional telephone manners **at all times**. Schedule tee times and handle customer inquiries and/or feedback in accordance with Pokegama Golf Course standards.
- Plan and conduct individual and group lesson programs and golf clinics.
- Assist with organizing and implementing tournaments, group outings and special events. Ensure efficient operation and coordination of golf shop, cart service and other services as applicable.
- Be fully knowledgeable of golf shop merchandise. Sell merchandise and/or provide suggestions to patrons as appropriate to meet their needs.
- Assist with organizing and maintaining ancillary services such as the handicapping system, membership programs, and driving range facilities.
- Assure the efficient and timely submission of all required reports.
- Perform additional duties as required.

Education/Qualifications/Certifications:

- Preferred 1-year experience in the golf or hospitality industry.
- **Minimum five (5) years experience on golf course grounds crew.**
- Valid Minnesota driver's license, or the ability to obtain.
- Demonstrated experience and capability in the areas of retailing, marketing, and/or sales, customer service, and guest relations preferred.
- Demonstrated quality written, verbal, interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision.
- Work flexible and irregular hours as required including evenings, holidays, and weekends.
- Positive attitude, professional manner and appearance in all situations.

Knowledge, Skills, Abilities and Competencies Required:

The requirements listed below are representative of the knowledge, skill, ability and/or competency sets required to complete the essential functions of the job at a satisfactory level.

- Read and write (English).
- Communicate verbally with staff members and/or customers with or without the use of two-way radios.
- Give and/or follow verbal and written instructions.
- Supervise subordinates.
- Visually inspect all work areas, golf course and grounds.
- Give physical demonstrations of the golf swing.
- See players on the golf course, and the ability to follow the flight of golf balls.
- Operate vehicles and equipment for several hours at a time.
- Perform mathematical calculations involving fractions, decimals, and percentages.
- Retrieve, read and interpret information from technical source.

- Ability to operate general office machines such as typewriters, personal computers, printers, copiers, fax machines, calculators, telephones, etc. Internet software; Outlook; Excel Spreadsheet software and Word Processing software. VDT glare screen and wrist rest.
- Ability to operate Golf clubs and golf carts.

Physical Requirements:

This work requires standing, walking, pushing, pulling, lifting, grasping, bending, and kneeling for up to five (5) hours at a time. Lifting up to 100 pounds occasionally, 50 pounds frequently, and 20 pounds constantly. Work regularly requires sitting, speaking, or hearing, using hands, handle or feel and repetitive motions. Work frequently requires reaching with hands and arms and requires standing, walking and lifting. Work has standard vision requirements. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly. Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound. Work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities. Work has exposure to environmental conditions. The regular, on-going work environment of this position requires inside work and also outdoor activities. May be exposed to inclement weather, potentially dangerous chemicals, solvents, pesticides, herbicides, and fertilizers, misdirected golf balls, sharp and rapid equipment movement on a daily basis. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.