

**Town of Brewster, MA  
Job Description**

<b>Position Title:</b>	Director of Golf Operations	<b>Grade Level:</b>	
<b>Department</b>	Golf Department	<b>Date:</b>	October 2020
<b>Reports to:</b>	Town Administrator	<b>FLSA Status</b>	Exempt

**Statement of Duties:** The employee is responsible for all aspects of the daily operations and fiscal performance of two (2) town-owned 18 hole golf courses in a union and non-union work environment. Employee is required to perform all similar or related duties.

**Supervision Required:** Under the administrative direction of the Town Administrator, the employee carries out duties and responsibilities in accordance with municipal policies and objectives. The Director of Golf Operations establishes short and long-range department and individual employee goals and objectives and performance standards; assumes direct accountability for department results. The employee consults with the Town Administrator or Board of Selectmen when clarification, interpretation, or exception to municipal policy may be required. The employee is responsible for the development and administration of the department’s operating and capital budgets, golf fee rates, revenue projections, and marketing plan, in collaboration with the Brewster Golf Commission; ensures compliance with the terms and conditions of the collective bargaining agreements between the Town and unions. The employee is also expected to resolve all conflicts, which arise and coordinate with others as necessary.

**Supervisory Responsibility:** Employee is accountable for the direction and success of programs accomplished through others. Analyzes program objectives, determines work operations, estimates and allocates the financial and staff resources required. Prepares and administers an operating budget. Oversees and administers the personnel function of the department including recommending hiring, developing and implementing employee training, and the disciplining of employees.

Employee is responsible for the immediate supervision of up to sixty (60) full, part-time and seasonal employees who work in both golf operations and golf course maintenance. Work operations and the number of employees being supervised is subject to significant changes on a seasonal basis. The employees being supervised are dispersed to separate locations than the supervisor.

**Confidentiality:** In accordance with the State Public records law, the employee has regular access to confidential information of the department such as official personnel files and department records.

**Accountability:** The employee is responsible for department-wide performance and results. Consequences of errors, missed deadlines or poor judgment may include adverse public relations, significant monetary losses, waste of material, legal repercussions, damage to Town equipment or property.

Golf Department  
Director of Golf Operations

**Town of Brewster, MA**  
**Job Description**

**Judgment:** The work requires the employee to examine, analyze and evaluate facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh the efficiency and relative priority of carrying out duties in conjunction with procedural concerns in decision making.

**Complexity:** The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

**Work Environment:** Administrative work is performed under typical office conditions. Outdoor work requires some agility and physical strength in order to lift, pull, push or move department equipment and supplies. The employee is required to work beyond normal business hours to attend meetings and respond to natural or man-made emergencies on a 24 hour, 365 day basis.

**Nature and Purpose of Relationships:** Relationships are constantly with co-workers, the public, groups and/or individuals such as community groups, civic leaders, committee members, peers from other organizations, representatives of professional organizations, and the news media. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance. The employee communicates departmental practices, procedures, regulations and guidelines, and may be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

**Occupational Risk:** Duties of the job present little potential for injury to the employee.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

Development of annual budget for The Captains Golf Course including: Golf Operations and Golf Course Maintenance.

Controls, maintains and reviews accurate daily, monthly and annual financial reporting records of all aspects of golf operations and maintenance functions including: green fees; membership fees; golf cart and pull cart revenue; merchandise sales; driving range revenue and tournament income, labor, equipment and supplies.

Golf Department  
Director of Golf Operations

**Town of Brewster, MA**  
**Job Description**

Develop golf fee rates, revenue projections, and marketing plan, in collaboration with the Brewster Golf Commission.

Administers daily operation of the course including inside and outside staff in the pro shop, on the golf course and at the driving range. Supervises tee time management, tournament reservations and operations, golf cart operations and member relations.

Oversees operations of pro shop, including purchasing, inventory control and turnover. Establishes buying guidelines and sales pricing to obtain a profitable merchandise sales program.

Monitor restaurant concessions according to lease requirements.

Responsible for achieving top quality playing conditions on the golf course through the supervision of the Golf Course Maintenance department. Provides supervision to Golf Course Superintendent to establish and maintain an ongoing environmentally sensitive integrated golf course maintenance program.

Confers with Division Heads regarding hiring, training, scheduling and staff evaluations. Assigns responsibilities to staff and subordinates.

Establishes course instructional programs to be administered by PGA professionals for the betterment of the game of golf.

Represents the golf course in area of professional activities and public relations.

**Recommended Minimum Qualifications**

**Education and Experience:** Position requires a Bachelor's degree in recreation administration, business administration or a related field equivalent to a master level of trade knowledge; five to seven (5-7) years progressively responsible experience related to the management of a high quality golf course with at least three (3) years in a supervisory capacity; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

**Special Requirements:** Valid driver's license. Membership in PGA and/or Golf Course Superintendents Association preferred.

**Knowledge, Abilities and Skill**

**Knowledge:** Working knowledge of the golf course management including pro shop operations and golf course maintenance. Knowledge of agronomy, horticulture, entomology, and landscape architecture. Knowledge of construction and mechanical principles, as relates to golf course operations. Knowledge of accounting. Knowledge of the current operating standards for municipal golf courses. Knowledge of Town government policies, procedures and budgeting,

Golf Department  
Director of Golf Operations

**Town of Brewster, MA**  
**Job Description**

accounting processes. Knowledge of technology such as office software (i.e. word processing and spread sheet applications) and the Internet in support of department operations. Knowledge of the physical plant including heating, alarm, life safety and water and sewage disposal systems. Working knowledge of turf grass conditioning and maintenance practices and cultural techniques as well as the maintenance of golf department equipment.

Abilities: Ability to communicate clearly and concisely, orally and in writing. Ability to deal effectively and diplomatically with the general public. Ability to prepare and administer budgets and maintain accurate financial and administrative records. Ability to recruit, train, and supervise subordinate personnel efficiently. Ability to interact effectively with the public in a tactful manner. Ability to enforce rules and regulations governing the use of a golf course in a consistent, impartial manner. Ability to communicate clearly orally and in written format.

Skills: Customer service and public relations skills. Proficient oral and written communication skills.

**Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

**Physical Skills:** Work requires some agility and physical strength, such as moving in or about construction sites or over rough terrain, or standing or walking most of the work period. Usually, the work will require extended physical effort over a significant portion of the work day.

**Motor Skills:** Essential functions involve close hand and eye coordination and physical dexterity. Manipulation and motor control under conditions which may require extreme accuracy may be critical. The manual skills required are comparable to those which might be needed in making repairs to delicate electronic instruments or complex equipment.

**Visual Skills:** The employee is routinely required to read, interpret and analyze written documents and computer screens as well as non written documents such as construction blue prints. The employee is rarely required to determine color differences.

*This 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.*