



## TOWN OF BREWSTER, MA JOB DESCRIPTION

<b>Title:</b> Assistant Golf Operations/Pro Shop Manager	<b>Classification:</b> Non-Union, Personnel Bylaw
<b>Department:</b> Golf	<b>Grade:</b> 7
<b>Reports to:</b> Golf Operations Director	<b>FLSA Status:</b> Non-Exempt
<b>Effective Date:</b> 07-25-22	

### Summary

Performs administrative and supervisory work to assist the Director of Operations in the management and operation of two (2) 18 hole municipal golf courses and the Pro shop. Performs all similar or related duties as required.

### Essential Functions

*The essential functions or duties listed below 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.*

Ensures security of the golf course; supervises driving range activities and course pace of play. Schedules starting times; oversees the maintenance of pull and motor golf carts, and coordinates with the Golf Operations Director on arranging facility maintenance ensuring the cleanliness and maintenance of the club house.

Maintains a reputable Pro-Shop, properly staffed and featuring quality merchandise and service; processes special orders and maintains computerized point-of-sale inventory system.

Performs customer service duties in person, on the phone or by emails in a constant and ongoing manner. Works with all customers in a diplomatic approach.

Performs office duties which includes financial work, booking requests, tee times, etc.

Supervises tournaments and games, including scheduling, preparation of score cards and scoring sheets, posting information and rules, recording scores, and determining winners.

Collects, records, deposits monies including green fees, motor golf carts, and range functions; maintains daily settlement reports; collects yearly resident and nonresident memberships; maintains accurate records of all expenditures and receipts and handicap systems on computerized system.

Operates and supervises the operation of all computer systems (Point-of-Sale System, Handicap System, Tee-Time/Reservation Scheduling System and networked PCs utilizing Microsoft Office and Windows software).

Develops and provides teaching programs for students of all skill levels.

Attends meetings of the Golf Commission, participating when requested. Prepares monthly and annual reports of all income and expenses for the pro-shop for presentation by the Golf Operations Director.

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May when directed, fulfill some of the duties of the Director of Operations in his/her temporary absence.

Performs other similar or related duties, as required or as situation dictates.

### **Supervision**

*Supervision Scope:* Performs a variety of responsible technical and administrative-related duties following standard procedures and practices which require the exercise of judgment and initiative to perform duties and complete assigned tasks. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods.

*Supervision Received:* Employee works under the general supervision of the Golf Operations Director. The employee plans and conducts regular work in accordance with established operating practices, previous training, with substantial responsibility for determining actions with independence in organizing work activities and determining work methods.

*Supervision Given:* Supervises starters, rangers, cart staff, driving range attendants, pro shop clerks. Responsible for hiring, training, and disciplining.

### **Recommended Minimum Qualifications**

#### Education, Training and Experience

Bachelor's degree in business or a related field or a master level of trade knowledge; three to five (3-5) years of experience in golf course operations; minimum two years of retail experience, preferably in the golf industry, or any equivalent combination of education, training, and experience.

#### *Special Requirements:*

Valid Driver's license

Level 2 PGA Certificate, Class A PGA preferred

*Knowledge:* Thorough knowledge of overall golf course operations and layout relating to golf play, pro shop operations, food, and beverage management. Knowledge of computer operations such as office software, Microsoft Office, handicap system and tee-time reservation scheduling. Basic understanding or willingness to learn MA procurement laws.

*Abilities:* Ability to work effectively with golfers, personnel, and town procedures and other town departments. Ability to maintain accurate records.

*Skills:* Excellent customer service, written and oral communications skills. Proficient administrative skills. Proficiency in the use of software including word processing, data entry, and spreadsheet applications and specialized software to include point-of-sale system, Microsoft Office, and tee-time scheduling system.

### **Job Environment**

- Work is performed under typical public golf course conditions with frequent interruptions and a significant portion of work is conducted outdoors, with exposure to various weather conditions. The workload is subject to seasonal fluctuations.
- Operates a computer, automobile, telephone, and standard office equipment.
- The employee has frequent contact with members, the public, vendors, and service providers, co-workers and other town departments. Contact is in person, phone, and email.

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- Employee has access to departmental confidential information.
- Errors may result in delays or loss of services, financial loss, and adverse public relations.

### **Physical Requirements**

*The physical demands described 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 essential functions.*

Light physical effort while performing office work. Moderate physical effort when in the field during all types of weather conditions. This position requires the physical ability to occasionally lift materials occasionally up to 60 pounds. Regularly required to walk, stand, sit, talk, and hear. Ability to view computer screens and objects. Must be able to communicate. Vision and hearing at or correctable to normal ranges.

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

*Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer*