

**Town of Brewster, MA  
Job Description**

<b>Position Title:</b>	Assistant Operations/Pro-Shop Manager	<b>Grade Level:</b>	Bylaw III
<b>Department</b>	Golf Department	<b>Date:</b>	
<b>Reports to:</b>	Director of Golf Operations	<b>FLSA Status</b>	

**Statement of Duties:** Employee performs administrative and supervisory work to assist the Director of Operations in the management and operation of two (2) municipal golf courses and the Pro shop. Employee is required to perform all similar or related duties.

**Supervision Required:** Under the general supervision of the Director, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed.

**Supervisory Responsibility:** The employee is responsible for the provision of direction and guidance for up to forty-five (45) seasonal employees who work at different locations; the number of employees being supervised will change on a cyclical or seasonal basis; the employee provides training to staff, administers budget, and assigned duties.

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

**Accountability:** Consequences of errors, missed deadlines or poor judgment may include significant monetary losses, waste of material, and damage to buildings, equipment or personal injuries. Employee is regularly responsible for making weekly deposits of up to \$120,000.

**Judgment:** The work requires examining, analyzing and evaluating 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 efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

**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

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evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

**Work Environment:** The work environment involves everyday discomforts typical of indoor environments such as an office setting, with occasional exposure to outside elements on the golf course or in the maintenance area. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. The employee is regularly required to work beyond normal business hours in accordance with the department's work schedule and in response to natural or man-made emergencies.

**Nature and Purpose of Relationships:** Relationships are primarily with co-workers, town staff, and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and vendors. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

**Occupational Risk:** Essential functions regularly present little potential for injury. Employee is exposed to adverse weather conditions when carrying out duties on the golf course or moving equipment when in the maintenance area.

**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.*

Ensures security of the golf course; supervises driving range activities; course pace of play; schedules starting times; oversees the maintenance pull and motor golf carts; coordinates with Director of Operations on arranging facility maintenance.

Manages, supervises and maintains a reputable Pro-Shop with daily sales volumes in the "5-digit range", properly staffed and featuring quality merchandise and service. Maintains computerized point-of-sale inventory system.

Supervises the operation of the computerized handicap golf system.

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

Collects, records, deposits monies including green fees, motor golf carts, and range functions; maintains daily log; reports weekly payments and deposits to Treasurer; prepares payroll; submits payroll to the Town accountant and Treasurer; maintains billing schedules; collects yearly resident and nonresident memberships; maintains accurate records of all expenditures and receipts, payroll, budget and handicap systems on computerized system.

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Attends all meetings of the Golf Commission, participating when requested; prepares a monthly and an annual report of all income and expenses for presentation by the Director of Operations.

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).

Ensures the cleanliness and maintenance of the club house; directs traffic; performs clerical work; answers the phone; responds politely and tactfully to questions and complaints of the general public.

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

**Recommended Minimum Qualifications**

**Education and Experience:** Position requires a Bachelor's degree or equivalent 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; 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:** Employee must have a valid Class D motor vehicle operator's license. Member of the professional Golfers Association.

**Knowledge, Abilities and Skill**

**Knowledge:** 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 (i.e. word processing and spread sheet applications) the Internet, point-of-sales and tee time scheduling systems, and web site technology in support of department operations.

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

**Skills:** Proficient oral and written communication skills.

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**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:** Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as ledger books, photocopy and computer paper (up to 30lbs.).

**Motor Skills:** Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a personal computer and/or most other office equipment, typing and/or word processing, filing, sorting of papers or operating a motor vehicle.

**Visual Skills:** The employee is required to routinely read and interpret documents and reports for understanding and analytical purposes. The employee is rarely required to determine color differences.