



Career Service Authority

Golf Course Operator

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Manages the day to day operation of a city golf course.

DISTINGUISHING CHARACTERISTICS

Golf Course Operator manages the day to day operations of a city golf course. It is distinguished from Assistant Golf Professional, which is a non-supervisory class performing golf professional duties at the standard/intermediate performance level. Golf Course Operator is also distinguished from Golf Professional. Golf Professional is a supervisory class that also carries out full performance level golf professional duties and responsibilities.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

General Supervision

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Performs supervision over sub professional employees.

ESSENTIAL DUTIES

Supervises and performs ground and building maintenance for golf courses.

Monitors daily play and enforcement of rules and regulations.

Performs grounds equipment maintenance, and determines additional equipment needs.

Purchases operational supplies for city golf courses.

Allocates resources within the supervised function in accordance with work requirements and budget constraints.

Implements and interprets policies and procedures developed by higher level managers or supervisors.

Assists in developing, recommending and coordinating the implementation of new procedures for the assigned function or unit.

Implements safety standards and develops procedures to ensure compliance.

Some positions develop and manage the budget for the golf course, monitor fee collection and authorize expenditures to accomplish objectives.

Some positions review the management of the concessionaire for effective operation.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance, and formally evaluates employees in relation to performance.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty - Displays a high standard of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

Problem Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and among the public.

Written Communication - Expresses facts and ideas in writing in a succinct and organized manner.

Reading - Understands and interprets written material, including technical materials, rules, regulations, instruction, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Arithmetic/Mathematical Reasoning - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, percentages, and formulas.

Technical Competence - Uses knowledge that is acquired through formal training and/or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with ambiguity.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

Self Management - Sets well defined and realistic personal goals; displays a high level of initiative effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of inventory techniques sufficient to be able to maintain adequate levels of supplies.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Skill in ensuring the enforcement of rules and regulations.

Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information

Skill in maintaining and repairing equipment common to the field

Skill in developing and implementing policies and procedures related to the work environment.

Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of problematic situations.

Physical Demands:

Lifting: Raising or lowering an object more than 50 pounds

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm, or shoulder

Pushing: exerting force upon an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: Making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

Exposed to temperature changes: variations in temperature from hot to cold.

Exposed to humid conditions with high moisture content to cause bodily reactions.

Exposed to sufficient noise to cause distraction or possible hearing loss.

Exposed to conditions where there is danger of life, body, and/or health.

Exposed to conditions that affect the skin or respiratory system.

Exposed to hazards from electro/mechanical/power equipment.

Frequent contact with water or other liquid.

Pressure due to multiple calls and inquiries.

Subject to hazards of flammable, explosive gases.

Subject to long irregular hours.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Education Requirement:

Associate Degree.

Experience Requirement:

Three years of experience in golf course maintenance and assisting in the operation of a golf course.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

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Licensure and/or Certification:

By position, possession of a valid Colorado driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 009/16/1995

ESTABLISHED BY: Janell Flaig

REVISED DATE: 06/28/2009

REVISED BY: Meredith Creme

CLASS HISTORY: 06/2009, class specification was put into a new format; competency statements and a distinguishing characteristics narrative were added.