



Career Service Authority

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Golf Professional

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory responsibilities and conducts full-performance golf professional work devising, coordinating, and promoting daily play and tournament activities, provides golf lessons, and directs the operations of the golf pro shop and golf car fleet.

DISTINGUISHING CHARACTERISTICS

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

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined, requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories and concrete factors to be evaluated and weighed, requiring a high degree of analytical ability, and independent judgment and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied and simultaneous coordination of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

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, defended, gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Supervises regular and/or seasonal employees who do not supervise.

ESSENTIAL DUTIES

Designs, implements and markets pace of play and tournament programs that result in increased course revenues and enhance customer satisfaction.

Creates a high profile lesson program to attract large numbers of golfers to the golf course and facilities.

Works with Golf Course Superintendent to coordinate daily play, tournament and other golf activities, to balance play and conditioning to appropriate levels; to provide maximum service and enhance per round revenue.

Manages the operations of the pro shop and golf car fleet; supervising personnel involved in the staging, marketing, appearance and profitability of golf car fleet.

Assists in the development of departmental budgets.

Enforces golf course rules and regulations and maintains PGA standards and policies.

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.

Implements and interprets policies and procedures developed by higher managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.

Some positions manage driving range operations.

Performs other related duties as assigned or requested.

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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.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & 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.

Oral Communication - Expresses information to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

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.

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.

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.

Leadership - Interacts with others to influence, motivates, and challenges them; adapts leadership styles to a variety of situations.

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.

Leading a Diverse Workforce - Implements diversity policies for subordinate staff; supports opportunities to develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

Managing Human Resources - Plans, distributes, coordinates, and monitors work assignments; evaluates work performance, provides feedback on performance; ensures staff are appropriately utilized and developed, and are treated in a fair and equitable manner.

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.

Reasoning - Identifies rules, principles or relationships that explain facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.

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.

Teamwork - Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

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 the objectives of a comprehensive planned community recreation program sufficient to be able to give assistance in planning, organizing and directing all activities of a comprehensive recreation facility.

Knowledge of basic fundamentals and techniques of athletics, fitness, cultural/social activities, and/or arts and crafts sufficient to be able to perform a variety of duties related to the work assignment.

Knowledge of safety procedures and safety precautions to be able to provide a safe work environment for self and others.

Knowledge of addition, subtraction, multiplication and division sufficient to be able to perform mathematical calculations.

Knowledge of lead work principles and practices sufficient to be able to establish priorities, assign and review work and resolve problems

Knowledge of marketing strategies sufficient to be able to promote events, activities or membership.

Knowledge of golf rules and regulations sufficient to be able to perform a variety of duties related to the work assignment.

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Knowledge of marketing strategies sufficient to be able to promote events, activities, or membership.

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

Knowledge of golf course maintenance procedures and practices sufficient to be able to coordinate the use and maintenance of equipment, activities, buildings and grounds.

Knowledge of mathematics sufficient to be able to perform a variety of calculations.

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

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

Knowledge of golf rules and regulations sufficient to be able to perform a variety of duties related to the work assignment.

Knowledge of merchandising and inventory practices and procedures sufficient to be able to perform a variety of duties related to the work assignment.

Knowledge of golf rules and regulations sufficient to be able to perform a variety of duties related to the work assignment.

Skill in maintaining and organizing records, documents and files.

Skill in developing and maintaining a variety of recreational activities for a wide range of age groups and special populations.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational objectives.

Skill in developing techniques and methodologies to resolve unprecedented problems or situations.

Skill in utilizing the principles and practices of effective and persuasive communications to provide explanation and advice regarding the procurement process.

Skill in applying various approaches to teach and instruct a wide variety of golfers.

Skill in establishing and maintaining effective working relationships with other employees and the public.

Skill in evaluating the effectiveness of existing methods and procedures and making recommendations for modification or improvement.

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

Physical Demands:

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.
Eye/hand/foot coordination: performing work through using two or more.
Lifting: Raising or lowering an object 25 – 50 pounds.
Far visual acuity: ability to see clearly at 20 feet or more.
Near visual acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distance and space relationships.
Field of Vision: ability to see peripherally.
Accommodation: ability to adjust vision to bring objects into focus.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Handles absentee replacement on short notice
Pressure due to multiple calls and inquiries
Subject to long irregular hours
Subject to many interruptions
Subject to varying and unpredictable situations
Temperature Changes: variations in temperature from hot to cold.
Wet: frequent contact with water or other liquid.
Humid: conditions with high moisture content to cause bodily reactions.
Atmospheric Conditions: conditions that affect the skin or respiratory system.
Exposure to infections and contagious diseases.

Education Requirement:

Graduation from High School or possession of a GED Certificate.

Experience Requirement:

Three years of experience as a golf professional or assistant golf professional operating in a high volume golf facility.

Education/Experience Equivalency:

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

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

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

Current certification as a class "A" PGA or LPGA member in good standing or PGA or LPGA Apprentice III. Certification as a PGA or LPGA Apprentice III is suitable if it is combined with a minimum of 3 years experience as a head golf professional at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 10/01/1997

ESTABLISHED BY: Marcia Cunningham

REVISED DATE: 07/15/2007

REVISED BY: Paul Wiberg

CLASS HISTORY: 01/16/07 changes were made to (1) reformat the document, (2) add competencies, (3) make the driver's license requirement more liberal by allowing any valid driver's license at time of application and (4) to allow a PGA/LPGA Apprentice III certification to substitute for a Class "A" certification if it is combined with a minimum of 3 years experience as a *head* golf professional.

07/16/07 changes were made to remove the requirement that supervision exercised must include supervision of a first line supervisor.