



Office of Human Resources
Golf Professional 1st Assistant - CA3339

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General Statement of Duties

Conducts advanced level golf professional work devising, coordinating, and promoting daily play and tournament activities. Provides exceptional guests experiences, interprets rules and regulations, coordinates, plans, and directs golf staff and guests. Manages pro shop operations and staff training. Back up for Golf Professional Head.

Distinguishing Characteristics

Golf Professional 1st Assistant performs advanced level professional golf work. It is distinguished from Golf Professional Head which is a first-line supervisory class and reports directly to the Director of Golf. Golf Professional 1st Assistant is distinguished from Golf Course Operator, which manages the day to day operations of a city golf course and does not require PGA membership.

Essential Duties

Designs, markets, creates, and implements golf, customer service, employee and sales programs that result in increased course revenues and enhanced customer service.

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

Interprets, applies, and explains regulations, policies, standards, and/or procedures to internal/external customers based on extensive knowledge of a specialized area within a defined scope.

Creates and implements high profile lesson programs to attract large numbers of golfers to golf courses and related facilities.

Provides club fitting and other club services to assist customers.

Conducts full performance professional golf work in coordinating daily play, tournament, league, and other golf operations to balance play and course conditions at appropriate levels, provide maximum service and enhance per round revenues.

Manages pro shop operations to include merchandizing hard and soft goods, receiving all incoming shipments of merchandise, calculating wholesale and retail prices for all items, entering all shipments received into inventory and maintaining displays on sales floors. Rotates merchandise among facilities on a regular basis.

Ensures that proper documentation is prepared for all transfers among facilities, completes physical inventories on a regular schedule and maintains current inventory and sales records. Prepares annual buying plan based on analysis of sales data and industry trends and completes purchase orders for payment of pro shop invoices.

Conducts new hire interviews and selects appropriate candidate(s) for job opening(s).

Manages staff in training and onboarding, as well as achieving performance standards and identifying opportunities for continual improvement to performance standards.

Develops goals, documents performance, provides performance feedback and evaluates the work of the employee; provides reward and recognition for proper and efficient performance.

Manages the golf car fleet operations, including involves staging, marketing, appearance and collection, deposit and accounting of fees and charges.

Acts on behalf of the Golf Professional Head's capacity during his/her absence.
By position, performs leadwork over personnel assigned to the golf shop and golf cart fleet.

Oversees the management of range operations.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

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

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

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

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 cart preventative practices and procedures sufficient to be able to maintain the golf cart fleet throughout the year.

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

Level of Supervision Exercised

By position, performs lead work over seasonal and regular employees.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of experience in the golf industry.

Education & Experience Equivalency

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

Licensure & Certification

Class "A" membership in the PGA/LPGA at the time of application. This membership status must be maintained while holding a Golf Professional 1st Assistant position as a condition of employment.

OR

Enrollment in a program to attain class "A" PGA/LPGA membership status at the time of application or by the end of probation. Enrollment in a program must be continuous, and satisfactory progress otherwise maintained until class "A" membership is attained.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Atmospheric Conditions: conditions that affect the skin.

Handles absentee replacement on short notice.

Potential exposure to Humid conditions with high moisture content to cause bodily reactions.

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.

Level of Physical Demand

2-Light (10-20 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Carrying: Transporting or moving an object.

Color vision: Ability to distinguish and identify different colors.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Lifting: Moving objects weighing no more than 20 pounds from one level to another.

Pushing: Exerting force upon on object so that it moves away from the person.

Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check
Employment Verification
Licensure/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-06
FLSA Code: Y
Established Date: 10/1/21
Established By: LS
Revised Date: BM
Revised By: 1/1/2024
Class History: 10/1/21 - New classification; 1/1/24 - Pay grade revised due to annual market analysis.