

GOLF CLUB MANAGER
JOB DESCRIPTION

GENERAL DUTIES:

1. To implement and monitor policies, plans, budget and goals established by the Directors.
2. To operate, maintain and supervise the Pro Shop and Clubhouse facilities.
3. To maintain a co-operative working relationship with other managerial staff.
4. To serve as a member and report regularly to the Pro Shop Committee.
5. Attend monthly board meetings to give updates and respond to questions from the board.
6. Actively participate in the promotion of the Golf Club including tournaments, golf events , membership, golf handicap program and fund raisers.

SPECIFIC DUTIES:

1. Collect and bank all monies from the sale of services, merchandise, liquor, wine and beer, sandwiches and sundries, as well as money received on account and as otherwise directed by the Pro Shop Committee.
2. Post and mail out accounts receivable invoices and facilitate payment..
3. Record membership, club storage, range memberships and season power-cart participant lists.
4. Reconcile the Pro Shop and Clubhouse cash registers daily.
5. Responsible for safety, cleanliness and sanitation of the Pro Shop and Clubhouse facilities.
6. Mail out newsletters and tournament posters.
7. Record tournament entries and create the draw for major tournaments and Men=s and Ladies= Nights.
8. Score major tournaments and Men=s and Ladies= Nights on the computer and participate in the presentation of prizes as required.
9. Enforce golf club rules as directed by the board of directors.
10. Responsible for ordering and inventory management for the Pro Shop and Clubhouse including all merchandise, liquor, wine and beer, sandwiches and sundries and as otherwise directed by the Pro Shop Committee.
11. Investigate and resolve any complaints from members or guests in a timely manner and inform the Pro Shop Committee of solutions and actions taken.
12. Provide a welcome and friendly atmosphere for customers to enjoy.
13. Aid members in posting handicap scores on computer.
14. Collect Golf Club mail from the Post Office.

15. Record starting times for daily play and oversee tees # 1 and # 10 for starting priority.
16. Order green fee tickets, power cart release forms and other office supplies as required.
17. Require power cart renters to sign release forms.
18. Manage the beer cart and act as course ranger when required.
19. Assist the Club=s bookkeeper as required.
20. Ensure that there is a procedure in place to turn on the alarm system at the end of each day.
21. Ensure that there are procedures in place to secure monies from the pro shop and clubhouse at the end of each day.
22. Ensure that members on the storage list have their clubs cleaned and stored properly as well as the rental clubs.
23. Ensure that the range is maintained safe, clean and that range balls are collected, washed and dispensed.
24. Ensure that the power carts are clean, full of fuel and the seats are dry.
25. Ensure that the power carts and pull carts are locked up at the end of the day.
26. Ensure that members clubs are brought from storage to the first tee or to power carts if required.
27. Respond to all alarms, false or otherwise.
28. Co-ordinate with the caterer for events requiring catering or special food or beverage as well as clubhouse bookings.

STAFFING:

1. To participate in staff hiring with the Pro Shop Committee.
2. To set and monitor staff schedules.
3. To assign staff duties.
4. To ensure that staff are properly trained and monitor their conduct with customers.
5. To supervise and evaluate staff, reporting any concerns to the Pro Shop Committee.

BUDGET:

1. To maintain with the committee, the approved budget.
2. To set controls and monitor all cash activity.

SPECIFIC OBJECTIVES FOR THE SEASON:

Each year the Board of Directors on the recommendation of the Pro Shop Committee will establish specific objectives for the season.

JOB REQUIREMENTS:

1. Bachelor or Associates Degree in course management and/or business preferred, but not required.
2. 1 - 3 years experience in some type of business and employee management.
3. High School Diploma (minimum).
4. Computer literacy preferred.
5. Bilingualism is an asset.

SKILLS:

1. Highly motivated.
2. Responsible.
3. Honest.

4. Organized.
5. Possess managerial skills.
6. People oriented.
7. Sales and promotion oriented.
8. Working knowledge in both English and French preferred.

WORK STRUCTURE:

Full time position with majority of hours spent during the golf season (Apr 15 - Oct 15).
Expected to work during, but not limited to peak golf times, weekends, all events, tournaments and leagues. Golf Course Manager works under and reports directly to the Pro Shop Committee.