



JOB DESCRIPTION
Head Golf Professional
Willowbend

Status: Exempt

Primary Function:

The Head Golf Professional will work hand-in-hand with the Director of Golf to provide day-to-day general direction and management to the golf shop and personnel associated with the golf operations to ensure they satisfy the best interests of the members and guests.

The Head Golf Professional is responsible for continually developing and implementing all service standards through proper hiring and training of staff. He/She is also responsible for maximizing revenues in all aspects of the golf operation while working within the budget.

Supervision:

The Head Golf Professional reports directly to the Director of Golf.

Job Environment:

The environment at Willowbend is focused on quality services with the emphasis on constant improvement and innovation. The Head Golf Professional works to create an environment where staff is involved and enthusiastic, with open communications and respect for themselves, members, guests and the property.

Primary Duties:

- Assists the Director of Golf with planning, promoting and directing all golf activities professionally and enthusiastically.
- Orders supplies associated with golf operations within budget.
- Makes recommendations for the hiring and manages the training/supervision of all outside golf operations personnel.
- Makes schedules for Golf Shop and Outside Operations staff to assure that members and guests are fully serviced and that labor costs are maintained.
- Coordinates/develops teaching programs for students of all skill levels.
- Plays golf with members of all skill-levels.
- Golf Reception desk coverage including Point of Sale duties as needed.
- Assist with month end inventory as needed.
- Assists with organizing and conducting club tournaments, outside outings and related events
- Member communication regarding all upcoming golf events, course closures and any other important information.
- Manage, train and motivate staff to provide consistently outstanding membership service levels.

- Ensure that the practice facilities and their surrounding are always up to standards and ready for member/guest usage as needed.
- Ensures that the golf car fleet is maintained according to standards and properly operated by staff.
- Assist Director of Golf with tracking of expenses and revenues.
- Work closely with the Golf Course Superintendent to communicate tournaments and events, course conditions and maintenance scheduling.
- Administers and enforces all rules and regulations, policies and procedures as required by the company related to applicable staff positions.
- Incorporate safe work practices and trains staff in the proper and safe use of equipment.
- Report unsafe conditions to management.
- Directly responsible for recommending the hiring , training, guiding and enhancing of the:
 - Assistant Golf Professionals
 - Outside Golf Operations Staff
- Perform evaluations yearly for all staff that he/she manages.

Minimum Qualifications:

- Candidates must be Class “A” PGA Members in good standing.
- Minimum of 3 years golf operations management experience as head professional or first assistant professional at a private club.
- Bachelor’s Degree or higher is preferred.
- Candidates must have the ability to deliver a high quality standard of service, consistently with emphasis on continued improvement.
- Excellent communication (written and oral) and people skills are a must.
- Financial aptitude and experience to assist and understand the operating budget.
- Ability to train, motivate and supervise

Necessary Knowledge, Ability and Skill:

- Clear understanding of golf, private club and/or hospitality operations
- Thrive in a team environment focused on excellence.
- Ability to deliver a high quality standard of service, consistently with emphasis on continued improvement.
- Must be well organized, able to work under pressure and meet deadline requirements.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk, hear and move about freely in a multi-floor building. The employee is frequently required to visually observe the condition of his/her surroundings. He/she is routinely required to bend, stoop, stand, walk, carry and lift objects weighing 50 pounds or less.

It is inevitable that other duties will arise from time to time. This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, technological developments, etc.).