



**Head Golf Professional
Tedesco Country Club
Marblehead, Massachusetts**

ABOUT US



Organized in 1900 and incorporated in 1903, Tedesco Country Club is a traditional private member owned 18-hole golf club with a history of providing its members with exceptional service, an outstanding conditioned golf course, and a social culture of camaraderie and congeniality.





Head Golf Professional Tedesco Country Club Position Description

POSITION DESCRIPTION SUMMARY

The Head Golf Professional directs and manages the golf operations and daily golf related activities of the entire golf operation in accordance with the philosophy, policy, and procedures of Tedesco Country Club. Responsible for planning, organizing and directing a comprehensive golf program as well as promoting the club to existing members and assisting in new member recruiting as directed by General Manager. The golf program includes tournament planning and administration, caddy program, golf clinics and instruction, merchandising of hard and soft goods, merchandise inventory control, handicapping, junior golf, ladies golf, men's golf, bag and cart operations, outside golf services and member and guest golf service. Directly supervises all inside and outside golf operation staff. Hires, trains and supervises all golf operation staff to assure that a high level of service is consistently received at Tedesco Country Club.

ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES

Include the following, other duties may be assigned:

- Directs daily activities of the entire golf operation in accordance with the philosophy and guidelines of the club.
- Manages the golf shop and golf operation, ensuring the highest level of service to members and guests.
- Ensure that all members and guests are greeted and welcomed in a professional and courteous manner. Ensure all members and guests have a high quality, enjoyable and memorable golf experience.
- Maintain a high profile with members, guests and in the community. Positively promoting the club and membership in the club. Ensures golf staff positively promotes the club, its policies and membership in the club.
- Project a positive favorable image for the club with members, guests, prospective members and staff.
- Projects a positive favorable image for the club with the media, PGA of America, MGA, and other professional associations as well as corporate representatives and merchandise manufactures.
- Proactively resolve member and guest concerns based upon Club philosophies.
- Responsible for enforcing all club golf rules and regulations.
- Maintains a clean, orderly and aesthetically appealing appearance of the golf shop, cart barn, bag storage and golf staging areas.
- Hire and train all golf operation staff utilizing standard club procedures. Conduct and complete annual employee performance reviews and develop employee self-improvement programs and recommend changes in pay.
- Implement orientations, training, and departmental meetings to ensure high quality member and guest services.
- Provide coaching and mentoring in both formal and informal methods to all subordinate staff. Ensuring that all subordinate staff understands Club philosophies, standards, and procedures.
- Plan for and set schedules for assistant golf professionals, inside and outside golf staff. Establish equipment and supply requirements for the department and maintain accountability for cost, utilization and performance of employees and equipment.
- Direct outside golf operations, ensuring that the outside golf supervisor and staff provide a high level of service to members and guests and the proper set-up and maintenance of practice facilities, carts, cart and bag storage building, and golf staging areas.
- Oversees the recruitment and training of all caddies and the administration of the caddy program including the promotion of the caddy program with the membership.
- Works with the club's Ouimet Fund chair in the promotion of the Ouimet Fund to the membership and assist with Ouimet Fund scholarship applicants from Tedesco Country Club.
- Assume responsibility as the manager/supervisor in the golf operations during the peak periods ensuring service standards are maintained.
- Establish and maintain the daily "pace of play standard."
- Maintain control of employee uniforms, ensuring that uniforms and nametags are always worn and kept in proper condition and readily available.
- Create an Open to Buy plan for the golf shop retail operations and purchase merchandise according to plan.

- Purchase quality and sellable merchandise for men, women, and juniors. Maintain established acceptable inventory levels ensuring profitability through inventory turnover and cost of sales control guidelines.
- Maintain ordering, receiving, and storage programs as established by Tedesco Country Club. Administer physical inventories as prescribed by Tedesco Country Club.
- Establish and maintain responsibility for the cleanliness and appearance of the golf shop, storage areas, and merchandise displays.
- Verify the accuracy of prices for state and federal taxes and other charges on all sales tickets and accurately operate the point of sale system as outlined in the club operations manual.
- Professionally communicate information and sell merchandise and become fully knowledgeable in all products and sales techniques. Anticipate the needs of members and guests and offer appropriate merchandise alternatives.
- Create the golf operations budget to be approved by the General Manager. Manage labor and line items by that budget while controlling general expenses for the entire golf operation.
- Provide analysis and recommendations for revenue generation opportunities and expense efficiencies.
- Direct and promote the club's golf clinics and instructional programs.
- Responsible for overseeing member and guest gripping and club repair service.
- Manage the daily business to maximize revenues and minimize expenses without compromising the member experience.
- Administer the club's men's, ladies and junior golf and tournament programs. Assist in the development of promotional materials to communicate the programs to the members.
- Responsible for the planning and execution of the club's member, member guest, and outside tournaments.
- Responsible for selling non-member events on Mondays to maximize revenue.
- Play golf with members where appropriate.
- Responsible for all club communications involving golf operations. Email, website, flyers, etc.
- Attend member social events as needed.
- Oversee and manage all POS and Tee Time systems.
- Work collaboratively with department head team.

REPORTING RELATIONSHIPS

- Reports Directly To: General Manager.
- Directly Supervises: All employees operating within the golf operation including the Assistant Golf Professionals, Outside Services Supervisor, inside and outside golf staff.

PHYSICAL, MENTAL, AND VISUAL SKILLS

- Excellent organizational, planning and prioritizing skills
- Excellent written and verbal skills.
- Strong computer skills. Ability to effectively use Microsoft office suite, Jonas Encore and other programs related to private club and tournament management.
- Ability to carry out detailed written or verbal instructions independently.
- Ability to provide effective written and verbal instructions, as well as retrieve information from technical sources.
- Ability to visually inspect golf shop, golf course, outside operations area and practice range.
- Ability to play golf with members and guests.

OTHER JOB REQUIREMENTS

Work habits include regular attendance, teamwork, initiative, dependability, and promptness.

EDUCATION and/or EXPERIENCE

Thorough knowledge of general business procedures as would be acquired through a secondary education, an Associate's, Bachelor's or PGM degree.

Thorough knowledge of general business administration practices and golf professional practices and procedures as would be acquired through five to eight years of similar golf experience in progressively responsible positions. Prior supervisory experience required. Must have a minimum of five years-experience in the golf and country club industry. Must be a Class A PGA Member in good standing.

WORK ENVIRONMENT

Works both indoors and outdoors overseeing all golf related activities. Potential exposure to inclement weather, equipment moving hazards and dangerous chemicals/solvents, pesticides, herbicides and fertilizers if proper safety procedures are not followed.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principle duties are intended to describe those functions that are essential to the performance of this job, and "other" duties (if defined) include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested. All requirements are subject to possible modification to reasonably accommodate individuals with a disability. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

COMPENSATION & BENEFITS:

Compensation Range: Commensurate with experience. See CareerLinks notice for additional info.

(Contact Jim Remy – jremy@pgahq.com or Michael Higgins – Mhiggins@pgahq.com with questions regarding this posting.

Application Instructions:

Application Deadline: 9/15/19

Please submit your **cover letter**, **resume** and **references** in a .pdf format directly to the email or by mail to the address provided on CareerLinks.

Please acknowledge your choice to apply for this position by clicking "yes I will be sending my resume". Subject Line please include **Tedesco Country Club Head Golf Professional Pro Search**

Please reference Job #: **JR015579**





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