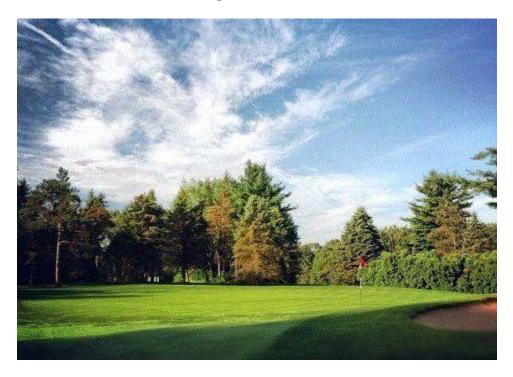


PGA Career Services is pleased to notify you about the following employment opportunity based on the information in your CareerLinks profile



# Head Golf Professional Twin Hills Country Club Longmeadow, MA



# **ABOUT TWIN HILLS COUNTRY CLUB**

Established in 1965, situated in the town of Longmeadow, Massachusetts, Twin Hills is a private 18-hole golf course offering tees designed for all skill levels, beautiful views and perfectly manicured fairways. From the first drive to the last putt, the course is designed for a player's maximum enjoyment. Our tennis courts, swimming pool and active social environment add to the total membership experience at Twin Hills. The Clubhouse offers unique formal elegance with a casual



atmosphere accommodating both business and social events. The quiet natural setting among gently rolling landscapes and beautifully wooded areas creates a charming ambiance for the dining area that overlooks the spectacular eighteenth hole. The 19th hole and outdoor patio offer an opportunity for a more casual dining experience while still enjoying the beautiful setting.



## **Primary Duties:**

**Excellent Customer Service:** providing members & guests an experience unlike any other while maintaining a positive attitude and great work ethic

**Tournament Operations:** Oversee and execute a very active Tournament & Outing up to date Tournament Software.

**Daily Golf Operations:** includes but is not limited to: opening & closing procedures of the golf shop, checking members & guests in using POS software, answering the phone and assisting with any inquiries, overseeing the operational flow.

**Teaching:** Provide private and group instruction. Assist Teaching Professional with Clinics as needed.



**Merchandising:** creating & maintaining attractive displays, coming up with promotion & sales ideas. Ensure upkeep and professional presentation of the Golf Shop

**Inventory Management:** receiving, checking in, tagging of all merchandise; keeping track of inventory levels throughout season. Involvement in managing a true open to buy plan

**Staff Management:** Manage and schedule all staff ensure proper staffing levels to satisfy member needs and payroll guidelines. Will be involved in staff recruitment and interviews in conjunction with the General Manager.



## Specific Responsibilities - include but are not limited to:

- Oversee the management and performance of all golf shop and applicable department operations and services; assure high standards and total customer satisfaction
- Oversee and help manage the Assistant Professionals and outside operations
- Develop/coordinate the development of annual business plans for the golf operation
- Coordinate and ensure all written correspondence, reporting, newsletters, and communications for the golf operation
- Coordinate plans with the Food and Beverage Manager for all food and beverage needs, on-course food and beverage, banquets, outside events, and catering for all golf functions
- Meet, greet, and welcome prospective members and their guests
- Enforce all rules and regulations governing golf course usage
- Develop and oversee an innovative tournament schedule and golf activities program that services all customer segments
- Develop and oversee golf instruction, clinics, golf schools, and player development programs for all customer segments
- Develop and oversee a profitable merchandise concession that is consistent with customer demographics and needs
- Oversee all fiscal areas and performance for the golf shop including planning, budgeting, forecasting, monitoring, and correction





- Maintain a close working relationship with the Golf Course Superintendent and other department heads
- Play golf with members of all skill levels as time and duties permit
- Oversee and enforce golf shop operations policies, procedures, controls, and fee structures to ensure the safekeeping of assets, inventory control and resources
- Active participation in member engagement and retention

#### **Knowledge, Skills and Traits**

- Maintain PGA of America membership in good standing in an active classification
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Strong organizational, planning and prioritization skills
- Self-motivated with desire to promote and market
- Service and customer focused attitude
- Experienced in written and oral business communications
- Experienced computer user including; Microsoft Word and Excel. Proficient in other applications, i.e. email, internet, tournament and database
- Maintain and promote a positive professional image within the community
- Maintain a credible golf game and remain current on teaching innovations



#### **Minimum Qualifications:**

 PGA Member with at least 3 years of experience as a Lead Assistant Professional or Head Professional

#### **COMPENSATION & BENEFITS:**

Compensation Range \$93,000-\$148,000 based on experience and performance. Additional discussion at interview.

(Contact Jim Remy – <u>iremy@pgahq.com</u> with questions regarding this posting.

#### **Application Instructions:**

Application Deadline: 9/15/2019

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 **Twins Hills Country Club Head Golf Professional Search** Please reference Job #: **JR015577** 





"The Experts in the Game and Business of Golf"

PGA OF AMERICA CAREER SERVICES DEPARTMENT 100 Avenue of the Champions | Palm Beach Gardens, FL 33418 T: (800) 314-2713

PGA.org/articles/career-consultants

