



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 – jremy@pgahq.com 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**



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100 Avenue of the Champions | Palm Beach Gardens, FL 33418
T: (800) 314-2713
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