

## **JOB DESCRIPTION:**

**General Statement Of Duties:** Under the general direction of the Director this position is responsible for the direction and supervision of all pro shop administrative and operational activities for Bjornson Park Public Golf Course (BPPGC). This position will leverage BPPGC with the development and execution of programs which maximize the VCPR's golf courses into new market segments and the daily business management practices for BPPGC. Considerable initiative and independent judgment is necessary in planning, coordinating and directing daily operations.

Plan, coordinate and implement District special events, programs and activities along with implementing year-round activity and events for the District at a variety of District facilities and parks. Position may serve as a lead worker giving direction and guidance to other staff, volunteers and community members. Perform other job-related duties or tasks as required.

## **EXAMPLES OF ESSENTIAL DUTIES PERFORMED:**

(Illustrative only. Any single position of a class will not necessarily involve all of the duties listed, and many positions will involve duties that are not listed.)

Develops and implements an annual marketing plan in collaboration with the Director and Marketing Coordinator i.e. product, price, promotion across all media types and distribution including all indirect sales channels.

Inventory control and purchasing.

Administers the annual membership program in addition to membership solicitation, maintenance and retention activities.

Maintenance of the Sportsman system.

Supervisory functions such as staffing, scheduling work, assigning and reviewing work duties, training personnel on various systems, techniques and equipment, conducting performance evaluations and administering disciplinary action.

Plans and directs an active public relations program, including but not limited to promoting and publicizing golf programs, activities through the local media, community organizations, school districts, public and private businesses, organizations and corporations.

In conjunction with the Director, recommends the hiring, disciplining, and discharging of subordinate personnel.

Oversee pro shop functions including collecting green fees, reserving tee times, and running tournaments and leagues.

Plans and oversees the organization, scheduling, communication, planning, preparation and follow through for all special events at BPPGC.

Evaluates and analyzes the effectiveness of all golf programs, driving range, facilities and services. Develops immediate and long range plans and goals to continue to meet the needs of all ages in the golfing community.

Prepares, maintains and submits all required reports and records dictated by Director and/or Office Manager.

Represents VCPR before civic, private and corporate groups regarding the golf programs and events at BPPGC. Recruiting new business/outings/leagues/special events through these connections.

Inspects and submits recommendations concerning the needs and condition of golf course clubhouse operations. Submits cost estimates of maintenance and repairs to the Director.

Determines estimates of revenues, personnel expenses (regular and overtime), materials, and capital equipment then submits to the Director.

Attends conferences, workshops and meetings to keep abreast of current trends in the field of Golf.

Operates standard office equipment in the performance of job duties, i.e., copier, personal computer, calculator etc.

Establishes and maintains positive public relations with community groups, the general public, other employees and other governmental agencies as needed.

The Golf Manager is responsible for all aspects and requirements for all job descriptions at the golf courses and must be able to step in to perform each position as necessary throughout the season.

Assist in recruiting potential staff and contractors and makes recommendations regarding hiring, training, monitoring and observing staff, provides performance input to the Director.

Assume primary responsibility for department-assigned special events including, but not limited to planning, organizing, implementing, leading and evaluating the event. Work closely with contractors, artists and performers in a professional manner.

Serve as a liaison to the community in regards to community partnership development coordination and proposals, special use permits, and rentals. Activities may include attending outreach events such as fairs or expos, community meeting, committee involvement, etc. Assume

primary responsibility for community outreach projects related to program area visibility at community events and activities.

Promote classes and activities by working with Marketing to prepare publicity for agency publications, community newsletters, fliers, posters as well as internal programmatic resources. Present program information at a variety of meetings and public speaking opportunities.

Professionally respond to inquiries, questions, and complaints from participants; responds to emergencies involving participants and staff.

Provide excellent internal and external customer service. Communicate professionally, effectively and work cooperatively with all staff, other agencies, and the general public.

Coordinate with other District departments in implementing specialized events.

Order and/or purchase supplies required for activities such as special events, program activities and community partnership events within authorized spending limits.

Maintain monthly records, reports, forms and documentation required of program area.

Assume primary responsibility for planning, organizing, implementing, and evaluating of District-wide special events and activities including registration, vendors, public speaking, exhibitors, and related event components. Participate in daily operations including ongoing Needs Assessment activities.

## **DESIRABLE QUALIFICATIONS:**

### **Knowledge:**

Knowledge of methods, procedures, and techniques involves in the overall operation of municipal golf courses.

Knowledge of the rules of golf, golf etiquette, and the modes of play.

Knowledge of tournament and special event planning and scheduling.

Knowledge of methods to promote golf within the community.

Facilitative program development; instructor/staff recruitment, screening, retention, placement, and evaluation skills; knowledge of program planning, organizing, and implementation; familiarity with planning special events and special projects; problem solving skills; human relations skills and public speaking.

**Abilities:**

Communicate effectively with all ages; work independently with accountability; excellent written and verbal communication skills, establish and maintain satisfactory work relationships with staff, volunteers, participants, community groups, and the public; represent the District in a professional manner within the community. Attention to detail; ability to speak with ease publicly to groups of all ages and sizes; ability to work a variety of shifts, length of shifts and days of the week as event/program requires.

**Physical Demands Of The Position:**

Work is performed in an office environment and in the field. Exposure to temperatures ranging from below 32 degrees to above 100 degrees, electrical currents, mechanical equipment, dust, fumes, and odors. Hours of work vary depending on the division and work required. The position may also require working nights, weekends, and holidays.

While performing the duties of this position, the employee is frequently required to stand, bend, kneel, stoop, often in conjunction with reaching for and manipulating objects. The employee will likely be required to stand and be mobile for the majority of the work period. The position requires mobility including the ability to move materials weighing up to 50 pounds during event set up and take down that may include but not limited to; canopies, tables, chairs, hay bales, sound equipment, supply totes, barricades. The work environment is split between indoor and outdoor. Depending on the event, the duties of this position may require the employee to be outside for the entirety of the work period. This position often requires the ability to work in adverse outdoor conditions during scheduled events while working in activities and the ability to stand for 4-12 hours in a shift. Exposure to loud noise fluctuates from low to high and may infrequently require the use of hearing protection. Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to accommodate the limitation.

**Experience And Training:** Bachelor's degree preferred or four years of experience in Parks and Recreation or a similar field; or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and ability to perform the above-described duties.

**Necessary Special Requirements:** Possession of or ability to obtain current First Aid and CPR/AED certificates. Valid North Dakota Drivers License required with a safe driving record.