

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB370 Golf Operations Manager
<b>POSITION #/TITLE:</b> 2449 Golf Operations Manager	<b>Adopted:</b> 10-07
	<b>Revised:</b> 11-15

<b>POSITION DESCRIPTION</b>
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<b>Dept /Division:</b> Parks & Recreation/Golf	<b>Manager Level:</b> Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 16
<b>Reports To Position #/Job Code #/JC Title:</b> 2425/NB361/Parks & Recreation Director	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Exempt	<b>City Overtime Status (Employee Type):</b> Exempt (Salaried)
<b>Physical Demand Rating:</b> Sedentary	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Job fit assessment
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Provides management of program and maintenance operations of the Golf Operation of the Parks & Recreation Department. Performs departmental supervision in the absence of the Director of Parks & Recreation as assigned, performs related work as required.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgment and initiative. Supervision is exercised over the work of all employees within Golf Operations. The manager is to provide professional guidance, mentoring, advise on day to day operational decisions for the purpose of developing and reinforcing confidence of less experienced golf professionals and golf superintendents.

<b>Examples of Essential Work (Illustrative Only)</b>
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Supervises the activities of Golf Operations including recommending, planning and personally monitoring their training and professional development and discipline;  
Provides budgetary direction for the operation, including coordination of operating, capital equipment and capital improvement budgets, budget analysis and budget decisions. Monitors department expenditures and revenues. Formulates and recommends the annual operation budget to the Parks and Recreation Director;  
Provides information, alternatives and recommendations to the Director for decision making, policy adoption and special project studies;  
Attends meetings as assigned and represents Golf Operations at City and community functions. Serves as spokesperson for Golf Operations as needed;  
Interacts and coordinates activities and partnerships with other city departments and outside organizations for optimal use of resources and program delivery;  
Prepares, maintains and monitors progress of established operation goals and objectives;  
Maintains close liaison with the Director to ensure efficient and optimal use of facilities, resources and staff;  
Interacts and maintains close liaison with the Parks and Recreation Department operation leaders to ensure efficient and effective use of resources and program delivery. Serves as a member of the Parks and Recreation Department management team;

Manages Point of Purchase (POS) system in club houses, including annual document purge, price adjustments, monthly records/documents and basic in-season maintenance;

Creates, facilitates and manages marketing plan for the Golf Division including outside advertising and internal electronic advertising;

Conducts annual performance appraisals of golf staff and insures annual performance appraisals of subordinate staff are conducted;

Makes personnel decisions and insures decisions conform to department procedures and city policy;

Maintains regular contact with the Parks and Recreation Director to apprise the Director of Golf Operations and future plans;

Oversees recruitment and selection of full-time, part-time and seasonal Golf Operations staff;

Coordinates all use of golf facilities.

Coordinates the employee feedback process soliciting, reviewing and recommending positive change for the department;

Listens and responds to complaints, suggestions and ideas from the general public regarding Golf Operations activities;

Attends the meetings of and provides information to appointed Task Forces;

Oversees the sales and operations of all golf clubhouses;

Maintains records of golf maintenance activities and equipment;

Maintains and analyzes golf course usage records;

Consults and approves course maintenance regarding construction projects, chemical/fertilizer use, mowing and maintenance schedules and irrigation procedures;

Performs departmental supervision in absence of the Parks and Recreation Director, as assigned;

Conducts timely performance reviews and monitors performance and staffing needs;

Performs all work duties and activities in accordance with City policies, procedures and safety practices;

Attends work regularly at the designated place and time;

Supports continuous process improvement initiatives;

Performs related work as required.

<b>Required Knowledge and Abilities</b>
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Demonstrated knowledge of current golf course maintenance and construction practices and procedures;

Demonstrated knowledge of chemical fertilizer use as related to the maintenance of golf courses;

Demonstrated knowledge of golf course equipment and irrigation systems;

Thorough knowledge administering golf course personnel procedures;

Thorough knowledge of retail management and the standard practices of Golf Professionals;

Ability to prepare accurate and reliable reports containing findings, recommendations and conclusions on all golf course operations and activities;

Knowledge and demonstrated experience in motivation techniques and delegation skills;

Knowledge and demonstrated experience in preparation, monitoring, analyzing and administration of budgets, to include operating, capital equipment and capital improvement budgets;

Knowledge and demonstrated experience in statistical techniques and analysis of data;

Knowledge and demonstrated ability to articulate a vision of the role of golf in society;

Ability to communicate both verbally and in writing in a variety of settings (e.g. public meetings, City Council meetings, with the media, press releases, staff reports, major studies, memorandums, etc);

Ability to manage and direct a professional staff by ensuring the quality and efficiency of work, the understanding of their responsibilities and the resolution of their questions;

Ability to effectively communicate with the public, answer questions, and resolve problems;

Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;

Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;

Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;

Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from an accredited college or university with a Bachelor's Degree in Business, Sports Management, or a closely related field; and  
Considerable experience in golf course operations with considerable supervisory role; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

Class A Professional Golf Association (PGA) Professional membership or Class A Golf Course Superintendent Association (GCSA) Superintendent membership.

### **Essential Physical Abilities**

Requires the following with or without reasonable accommodation:  
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;  
Sufficient vision, which permits the employee to review a wide variety of written correspondence, reports and related material in both electronic and hard copy form;  
Sufficient manual dexterity, which permits the employee to operate a keyboard and produce handwritten materials and notations;  
Sufficient personal mobility, which permits the employee to inspect all golf course operations and activities.