



CITY OF MISHAWAKA PARKS AND RECREATION DEPARTMENT

A. JOB TITLE: Director of Golf Operations

B. JOB LOCATION(S): Eberhart-Petro Golf course, 801 N. State Street, Mishawaka, IN 46544

C. DEFINITION:

This position is the chief administrator of the Eberhart-Petro Municipal Golf Course operations, working cooperatively with the Greens Superintendent, and reports directly to the Parks and Recreation Superintendent. Duties include administrative, supervisory and professional work in the direction and management of the facility, including golf operations, club house administration, oversight of food and beverage operation contract, and other recreational activities at the facility. This position is expected to be present on site for all outings, tournaments and programs, and during high activity times at the course, and have a trained seasonal assistant managing those hours when not on site. The course is open March-December 7 days a week, and this position will regularly exceed 40 hours during the late spring until early fall, requiring night and weekend hours. Compensatory time will be allowed for use off-season.

D. ESSENTIAL FUNCTIONS OF THE JOB:

1. Manages and supervises staff in scheduling, assisting and registering customers for play, receiving player fees, outing & tournament administration, sale of merchandise, and provides daily financial reporting to Parks Dept. Administration.
2. Coordinates with league representatives to facilitate the best use of the course and associated facilities.
3. Analyzes course use and pursues additional uses to maximize daily scheduling of play.
4. Manages and grows relationships with the School City of Mishawaka and other junior golf organizations to foster junior golf.
5. Trains and supervises seasonal employees.
6. Manages and oversees contract with Eberhart Grille vendor, coordinating vendor operation with daily use, outings and tournaments.
7. Responds to customers' inquiries and complaints.
8. Markets the facility in appropriate venues to increase customer base and revenue.
9. Utilizes the approved Outing Contract to schedule, oversee and direct special events such as tournaments and outings and enters dates into electronic calendar.
10. Plans, organizes, and supervises facility activities including renovations, capital outlays, special projects and routine maintenance.
11. Attends public Park Board meetings and submits monthly activity reports.
12. Directs the selection, procurement, marketing and sale of merchandise in the Clubhouse Sales Shop.
13. Supervises the procurement of necessary supplies.
14. Must be familiar with the USGA Rules of Golf, and show ability to make decisions based on available documents regarding Rules of Golf.

E. ADDITIONAL EXAMPLES OF WORK PERFORMED

1. Coordinates golf course functions with related activities of other Parks Divisions.
2. Coordinates the scheduling of lessons to customers who contract for them.

F. SPECIFIC DUTIES

1. Financial Reporting- Responsible for financial reporting of all revenue utilizing management software, with reports and deposits delivered and reconciled daily (M-F) to Controller's office and copies of all reports delivered daily to Park Administration. All contracts for outings and tournaments to be executed by the Director of Golf Operations with the event representative, with deposits collected and turned in to the Controller's office and copies of all contracts delivered to Park Administration.
2. Seasonal Staff- Responsible for hiring, supervision and discipline of all staff required to operate golf course activities, including Operations Assistants, sales shop, Rangers, Starters, and golf cart rental employees. Manage employee numbers and hours for most efficient use of personnel funding. All employees required to receive City orientation and training, to be coordinated through HR Department and Park Administration.
3. Scheduling and Cart Rental- Responsible for the efficient schedule of play for all organized use of the course, including regular play, outings, and tournaments.
4. Public Programs- Responsible for marketing, coordinating, and managing City sponsored programs and events, and for growing participation for such events, including the Garbage Open, Benny Leonard Memorial Outing, and the City Tournament.
5. Clubhouse Sales Shop- Manage sales of City owned merchandise, restocking, and display, with profits going to the City of Mishawaka, and daily financial reports submitted to Park Administration and Controller's office.
6. Eberhart Grille- Responsible for managing the service contract with an outside vendor to provide food and beverage concessions for golf patrons, the general public and private rentals of the clubhouse. Oversight of food/beverage concession, hours, and quality of service to ensure a high standard is maintained. Ensure vendor is in compliance with all health, liquor liability, and safety requirements and licenses, and in compliance with contract.
7. Clubhouse Rental/Special Events- Responsible for providing Park Administration with calendar of open dates, updated as changes occur, to allow for private rental scheduling of clubhouse. Special events, including concert series, to be coordinated with Director of Recreation/Special Events, and managed by that Division. Responsible for oversight and enforcement of contract requirements for all private rentals/events, including rules for alcohol and private security.
8. Opening/Closing Day- Responsible for check-in and check-out of annual startup money, and coordinating auditing of these funds with the Controller's office and Park Administration.

G. REPORTING RELATIONSHIPS:

1. Reports directly to and has regular communication with the Superintendent of Parks and Recreation.
2. Works cooperatively with Dept. Division Directors to provide superior service delivery overall.
3. Communicates daily with and coordinates all functions of the Golf Course operation with Greens Superintendent.

H. EQUIPMENT USED:

1. Phone
2. Copy and Fax machine
3. Personal computer including word processing and data base software
4. Cash register/Point of Sales Program
5. Calculator
6. Golf Cart
7. Portable radio
8. USGA Rules Book

I. PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand, work, and use hands to finger, handle, and feel or operate objects, tools, or controls. The employee is occasionally required to sit, climb, or balance; stoop, crouch or crawl. The employee must frequently lift and/or move up to 50 lbs. and occasionally lift and/or move more than 100 lbs. without assistance. Specific vision abilities required by this job and the ability to adjust focus

J. ENVIRONMENTAL/WORKING CONDITIONS:

Equal proportion of time spent indoors and outdoors. Outdoor work depends on weather conditions
This job requires flexible working hours, to include nights and weekends when the facility is open.

K. REQUIRED KNOWLEDGE AND ABILITIES:

1. Must be an effective supervisor
2. Must have basic knowledge of business, marketing, and merchandising.
3. Must have demonstrable experience in golf course operations management.
4. Must possess good public relations and communications skills.
5. Must have the ability to develop long-range plans and to accurately evaluate work accomplished.
6. Must have the ability to manage a strict budget.
7. Must have good and prompt attendance and be able to establish and maintain good working relationships with employees, coworkers and public.
8. Must act professionally and fairly with employees and public.
9. Must accept supervision and responsibility.
10. Must be self-motivated and able to work independently without supervision.

L. QUALIFICATIONS:

1. High school graduate or graduation equivalent diploma
2. At least two years' of post-secondary education in business or golf course management. In lieu of formal education, a minimum of three years' experience in management of a golf course facility at the assistant or head manager position will be accepted.
3. Applicants who have attained PGA Professional status or those who are enrolled in a program to attain such status is desired, but not required.
4. Must possess a valid (Indiana) driver's license.

Employee Signature

Date

Department Manager

Date