

Jurisdiction: City of Ithaca
Jurisdictional Class: Competitive
Adopted: 02/10/81
Revised: 10/15/91, 05/19/97, 02/20/13, 09/07/22

GOLF COURSE MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising and directing the operations and maintenance of the municipal golf course and its facilities. In addition to the golf course itself, golf course facilities include a clubhouse with snack bar, a pro shop, golf cart rentals and a driving range. The Golf Course Manager is responsible for overseeing and optimizing the condition of the golf course to enhance the quality of play. The Golf Course Manager is also responsible for customer relations and public relations activities for the golf course, to maximize usage of the golf course and to make it the golfing experience as enjoyable as possible. The work is performed under the general supervision of the Assistant Superintendent of Public Works in accordance with established policies and procedures, with considerable leeway allowed for the exercise of independent judgment in the performance of the work. Supervision is exercised over the work of groundskeeping personnel and concessions staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises and directs all activities of the golf course, club house, pro shop, cart rentals and driving range;

Schedules, assigns and coordinates maintenance and repair activities; plans for, implements and coordinates long-term maintenance and construction projects;

Inspects facilities to ensure appropriate maintenance and repair activities are reported, scheduled and completed;

Oversees grounds crew activities, including fertilization and pesticide application, to maintain and improve the conditions of the golf course to enhance the quality of play;

Plans, schedules, promotes and publicizes golf course schedules, activities and events, including leagues and tournaments;

Hires, trains and supervises seasonal staff; supervises and directs year-round maintenance staff;

Schedules daily work assignments for staff based on golf course conditions as dictated by weather, general pest cycles, playing patterns, etc.;

Balances daily cash receipts; deposits receipts in accordance with established City financial procedures;

Enforces golf course rules, policies and procedures, as well as City policies, to enhance the golfing experience;

Meets with guests to assist them in resolving concerns;

Instills staff with a customer service approach to interacting with patrons; periodically surveys (formally or informally) patrons to determine satisfaction with golfing experience;

Develops strategies to attract more business to the golf course;

Prepares annual golf course budget in conjunction with the Assistant Superintendent of Public Works;

Prepares and maintains a variety of records and reports, including golf course usage, financial reports, inventories and pesticide usage;

Determines equipment needs, replacement and repair schedules, and procures supplies, materials and equipment as needed;

Maintains inventory records and tracks placement of equipment;

Sells merchandise related to the game of golf; provides for the rental of lockers, golf equipment, and golf carts;

Provides for shop service including but not limited to repair, cleaning, servicing and storage of golf equipment;

Registers guests and members;

Cultivates working relationships with other golf course managers, golf professionals and various professional golf organizations.

FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of golf course management and operations; good knowledge of business administration procedures and practice as they relate to the management of a golf course and club house; good knowledge of golf rules and regulations; good knowledge of the requirements of effective golf course maintenance; good knowledge of customer service and public relations activities for a golf course; working knowledge of bookkeeping practices and budgetary procedures; ability to plan and supervise the work of others; ability to plan, organize and conduct special events and tournaments; ability to communicate effectively with others, both orally and in writing; ability to effectively use computer applications such as spreadsheets, word processing programs and email; ability to successfully work with and serve a diverse local community; willingness to work extended hours during the operating season; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of a Bachelor's Degree in parks or recreation management, agronomy, business administration or a related field and two (2) years of full-time paid experience, or its part-time paid equivalent, in the operation or maintenance of a golf course, at least one (1) year of which must have been in a supervisory capacity that included responsibility for customer relations; or
- B. Possession of an Associate's Degree in parks or recreation management, agronomy, business administration or a related field and four (4) years of full-time paid experience, or its part-time paid equivalent, in the operation or maintenance of a golf course, at least one (1) year of which must have been in a supervisory capacity that included responsibility for customer relations; or
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid experience, or its part-time paid equivalent, in the operation or maintenance of a golf course, at least one (1) year of which must have been in a supervisory capacity that included responsibility for customer relations; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.