

## **Overview**

The 1st Assistant Golf Professional is a key member of the golf operations team and works cooperatively with the Director of Golf and Head Golf Professional in managing golf-related activities at the facility. The 1st Assistant Professional will oversee and manage the golf instructional and player development programs. The position will manage aspects of tournament operations and promote an exceptional golf experience and provide excellent services and programs to all patrons.

### **Qualifications, Experience and Skill Requirements:**

- 2-3 years golf industry experience preferred
- Active LPGA/PGA Member or Apprentice
- Maintain an active classifications in professional organizations
- College degree (PGM) preferred
- Organized, able to work in fast paced environment
- Must have solid supervisory and leadership skills
- Must have exceptional communication and interpersonal skills
- Must be proficient in the use of Microsoft Word, Excel, Outlook, and PowerPoint
- Experience with Chelsea and/or Foretees reservation systems are required
- Experience with Golf Genius tournament management software is preferred
- Experienced in written and oral business communications
- Fundamental knowledge of the game of golf, rules of golf, golf facility operations and tournament operations
- Self-Motivated, independent thinker, customer-service oriented
- Strong organizational, planning and prioritization skills

### **Responsibilities:**

- Maintain professional appearance
- Assist in training and supervising pro shop staff and outside services staff
- Monitor guest experience and take appropriate action to assure the best customer service
- Process customer reservations for guests of the golf course
- Assist in coordinating of individual, group, and tournament play
- Produce daily reports related to rounds, sales, etc. for management

- Work closely with Marshall and Starter to monitor all aspects of play including starting, monitoring pace of play, safety on the course and golf course markings
- Implement, Execute, Supervise and manage all aspects of the instructional program in a professional and efficient manner
- Research and incorporate state of the art teaching methods whenever possible
- Assist with the development of programming designed to attract new and existing golfers
- Develop, organize, and implement a junior program, tournaments, PGA Junior League Golf, summer program, individual lessons, rules and etiquette
- Oversee all golf services and operations
- Oversee the reservation system, starting, and monitoring of play not to exceed 4 hours
- Track and verify all players and guests, golf carts, club care, lockers, handicap fees, and other charges necessary, and facilitate proper controls
- Oversee the administration and management of the handicap program
- Enforce all rules and regulations governing golf course usage
- Assist in the development and management of an innovative tournament program that services all customer segments
- Responsible for tournament administration for Ladies and Couples Events
- Maintain open lines of communication with all staff members relating to all aspects of the golf operation
- Oversee the operations of a well-managed practice facility.
- Play golf with a variety of members in competitive and non-competitive situations
- Be informed on and promote all club activities and services
- Assist with the club repair business
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Maintain a professional image at all times.
- Perform other duties as assigned by supervisor or manager