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## **JOB DESCRIPTION**

### **Head Golf Professional**

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Reports To: General Manager

Directly Manages: Assistant Professionals, Locker Room Supervisor, Outside Operations Supervisor, Outside Operations Staff, Starter and Rangers.

Classification: Regular Full-Time

Working Hours: As Required

Duties: The Head Professional (a) directs daily activities of the entire golf operation in accordance with the philosophy, policy, and procedures of HGG, (b) manages the Golf Shop to ensure the highest level of service to patrons and guests.

Specifically, the Head Golf Professional must:

- Ensure that all patrons and guests are greeted and welcomed in a professional and courteous manner.
- Establish and maintain responsibility for the cleanliness and appearance of the Golf Shop, storage areas, and merchandise displays. Requires employee to bend, stoop, and climb, as well as stand, for up to five (5) hours without sitting.
- Plan for and schedule manpower to include assistant professionals, sales staff, shop coordinators, locker room staff and outside operations staff. Establish equipment and supply requirements for the department and maintain accountability for cost, utilization, and performance of employees and equipment.
- Establish and maintain the daily "pace of play standard."
- Maintain a high profile with patrons and guests. Must positively promote the service philosophy of HGG.
- Consult with HGG on merchandise purchases and maintain established acceptable inventory levels ensuring profitability through inventory turnover and cost of sales control guidelines.
- Maintain ordering, receiving, and storage programs as established by HGG. Administer physical inventories as prescribed by HGG.

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- Establish and administer the club tournament program. Assist in the development of promotional materials to communicate the programs to patrons and guests.
- Direct outside golf operations, ensuring that the outside golf supervisor properly controls patron and guest services. Responsible for the set-ups and maintenance of practice range, starter, ranger, cart maintenance, bag storage, and club repair activities.
- Ensure that locker room staff provides the highest level of service and cleanliness standards. Maintain adequate supplies (towels and toiletries) at par levels and available as necessary (where applicable).
- Assist the general manager with the development of the capital budget.
- Develop the annual operating budget, and manage by that budget, controlling general expenses for the entire golf operation.
- Project a positive favorable image for HGG with the press, PGA TOUR players, tournament committees, prospective patrons, guests, and representatives from merchandise manufacturers.
- Assist in the planning and execution of outings and tournaments.
- Verify the accuracy of prices for state and federal taxes and other charges on all sales tickets and accurately operate the cash register system as outlined in the Heritage Golf Group Accounting Manual.
- Assume responsibility as the manager/supervisor in the Golf Shop during the peak periods ensuring service standards are maintained. Requires employee to stand and walk for up to five (5) hours or more without sitting.
- With approval from general manager, hire and train all golf operations team members (employees) utilizing standard company procedures. Conduct and complete performance reviews and develop employee self improvement programs and recommend salary increases.
- Maintain control of employee uniforms, ensuring that uniforms and name tags are worn and kept in proper condition and readily available at all times to employees.
- Answer telephones clearly and concisely, to schedule future starting times and communicate information in a pleasant and professional manner.

This job description includes, but is not limited to, the duties and responsibilities noted above. The essential functions of this job description are not exhaustive and may be supplemented.