



Job Description

Job Title: Golf General Manager
Location: Atwood Homestead, Macktown, and Ledges Golf Courses
Reports To: Director of Operations
FLSA Status: Full-time/Exempt (Salaried)
Salary Range: \$73,000 - \$104,000 (dependent on qualifications)

POSITION SUMMARY

Plans, coordinates, and supervises Atwood Homestead, Macktown and Ledges golf clubhouse operations and golf events to ensure an exceptional customer experience and efficient business performance.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following. Other duties may be assigned.

Staff Management & Customer Service

- Hire, train, supervise, and schedule clubhouse staff.
- Provide management and oversight of Golf Food and Beverage Manager.
- Coordinate and manage a comprehensive customer service program at each clubhouse, including food and beverage.
- Oversee all front-line golf shop procedures and assist during peak play periods.
- Ensure staff are trained and certified for all local and state food and liquor certification requirements.
- Respond to customer complaints in a professional and timely manner.
- Ensure compliance with all FPWC policies and procedures.

Golf Operations & Program Coordination

- Manage practice range operations at Atwood, Macktown and Ledges courses.
- Coordinate and manage outings, tournaments, and league events.
- Supervise and coordinate all facets of risk-management and safety programs related to clubhouse operations.
- Attend professional training conferences related to the position.
- Ensure golf cart fleet is kept clean and available for daily customers
- Coordinate sponsorship agreements for providing score cards and tee signs.
- Apply USGA Rules of Golf to competitive events.

Retail & Financial Management

- Purchase retail merchandise and manage all aspects of inventory control.
- Ensure proper cash-handling procedures and prepare daily and weekly golf revenue reports.
- Ensure proper point of sale system use by support staff, including end of shift close outs.
- Conduct weekly revenue deposits at local banking institutions.
- Facilitate all golf tournament and outing fees.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED FOR THE JOB. Must have a professional working knowledge of golf managerial practices and principals. Must have working knowledge of financial management and a business acumen related to golf shop operations. Should be familiar with the USGA Rules of Golf and be capable of applying rules knowledges to competitive events. Must demonstrate sound safety practices and have good written and verbal communication skills.

EDUCATION and/or EXPERIENCE. Bachelor's degree in recreation management, business management, or a related field of study and three (3) to five (5) years of experience in golf shop management is required, or an equivalent combination of education and work experience. Membership in Professional Golfers Association is preferred. A valid driver's license is required.

LANGUAGE SKILLS. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from employees, customers, and the general public.

MATHEMATICAL SKILLS. Ability to work with mathematical concepts such as probability, statistical inference, and fundamentals of geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

MACHINES, TOOLS AND EQUIPMENT. Personal computer and applicable software (Word and Excel) and other basic office equipment, along with cash registers and point of sales system.

PHYSICAL DEMANDS. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to sit and use hands to finger, handle, or feel. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to drive a vehicle

WORK ENVIRONMENT. Works in a normal golf environment and office environment, as well as frequent travelling to other locations. Subject to outside temperature changes.

FPWC will provide reasonable accommodations, in accordance with applicable law, to enable qualified individuals with disabilities to perform the essential functions of the position.

EQUAL OPPORTUNITY EMPLOYER. The Forest Preserves of Winnebago County is an Equal Opportunity Employer and is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind and do not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by federal, state, or local law. All employment decisions are made on the basis of qualifications, merit, and business need.

Employee Signature

Date