



## **City of Phoenix**

# **HEAD GOLF PROFESSIONAL\*LEAD**

**JOB CODE 40571**

Effective Date: Rev. 01/07

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to manage and supervise the operation of golf pro shops to ensure quality service is provided to the public and that work is performed in compliance with City policies and procedures. Responsibilities include supervising full-time assistants and part-time clerks engaged in collecting fees, supervising golf cart operations, managing driving ranges, managing retail inventory, and coordinating golf tournaments. The employee works with considerable independence and is responsible for making decisions requiring technical discretion, sound judgment and familiarity with City policies and golf industry standards. The incumbent assists in establishing the budget and monitoring expenditures to ensure efficient operations. The employee researches and develops recommendations regarding fees charged for golf carts, range balls, and changes in policy. Performance is evaluated by the Lead Head Golf Professional through written reports, discussions, and results achieved.

### **ESSENTIAL FUNCTIONS:**

- Ensures completion of daily reports of all transactions and ensures funds collected are deposited daily.
- Supervises the merchandising and maintenance of complete pro shops which carry golf equipment, clothing, and supplies.
- Monitors the quantity of goods and materials on stock through an automated central inventory control system and establishes reorder standards.
- Hires, schedules, evaluates and trains staff on policies, procedures, and job duties.
- Develops written operational procedures.
- Works closely with golf organizations, citizen groups, vendors, and industry representatives.
- Schedules golf cart usage and determines the need to replace or repair golf carts.
- Authorizes payments to vendors.
- Verifies bank reconciliation statements.
- Meets the public, schedules tee times and answers questions regarding the use of golf facilities.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.



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- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

### **Required Knowledge, Skills and Abilities:**

Knowledge of:

- Principles and practices of supervision.
- Leadership styles and skills.
- Cash handling procedures and internal control.
- Pro shop organization and management.
- Driving range operations and management.
- Merchandise marketing and inventory control.
- Golf rules, equipment and tournament organization.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Communicate in the English language in person in a one-to-one setting or by phone.
- Work cooperatively with other City employees and the general public.
- Work safely without presenting a direct threat to self or others.

### **Additional Requirements:**

- This position requires the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential functions.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

A member of the Professional Golf Association (PGA) or the Ladies Professional Golf Association (LPGA) and three years of experience as either a Head Golf Professional or the first assistant to a Head Golf Professional. Other combinations of experience and education that meet the minimum requirements may be substituted.