

# USELESS BAY GOLF & COUNTRY CLUB

## JOB DESCRIPTION: HEAD GOLF PRO



### **Position Overview**

Reporting to the General Manager, the Head Golf Pro at Useless Bay Golf & Country Club will play a key role in promoting the game of golf, helping to bring people into or back to the sport, and oversee the total golf operation here at Useless Bay, including the golf shop, practice range, cart operations, supervision of assistant pros and golf shop employees, in addition to all tournament and clinic administration and operation. He or she will report directly to the General Manager and will be responsible for promoting an exceptional golf experience for all members and guests.

### **Club Description**

Useless Bay Golf & Country Club is a private club with one of the Northwest's finest 18-hole golf courses. It is an all-weather, year-round golfing facility, certified by Audubon International, bordered by wetlands, pastures, water, and evergreen trees, and located on the South end of Whidbey Island, WA.

Useless Bay Golf Course utilizes foliage, topography, and water hazards, to create a challenging and demanding course for players of all abilities. Having approximately 400 golfing and 400 social members, the Club offers a full-service golf shop, practice range, practice putting green, golf carts and cart storage, bag storage, knowledgeable professionals, lessons, men's and women's associations, tournaments, social and golf events, and a fine dining restaurant.

### **Benefits and Compensation**

Salary is negotiable.

Useless Bay offers medical benefits.

### **Essential Responsibilities**

*The responsibilities for the Head Golf Pro include, but are not limited to:*

### **Golf Operations Management**

- Manage all golf shop operations and services
- Manage the reservation system, starting, and monitoring the pace of play
- Maintain player database and keep accurate records of all players, greens fees, golf carts, bag storage, club rentals, handicap fees, and other necessary charges
- Manage golf cart fleet maintenance and recordkeeping
- Manage the practice facility
- Provide professional club repair and club fitting services
- Educate staff and members regarding the Rules of Golf, interpret the rules as necessary, and oversee the golf handicap program administration
- Provide general golf seminars and clinics to the membership
- Hire, supervise, and review golf shop staff, and adhere to club employment policies and procedures

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- Maintain safety standards and safety equipment consistent with OSHA requirements
- Write correspondence, newsletters, and communications for the golf operation
- Attend committee and board meetings when requested
- Enforce rules and regulations governing golf course usage
- Oversee all fiscal areas and performance for the golf shop, including planning, budgeting, forecasting, and monitoring. Work with the Comptroller and finance committee in annual budget formulation. Ensure that all golf programs and services are financially successful.

### **Retail Management**

- Select and purchase retail merchandise appropriate for member demographics and needs
- Ensure the safekeeping of assets and conduct accurate and timely inventory counts
- Supervise and train all golf shop staff to maximize sales opportunities
- Maintain an attractive golf shop with a clean and orderly appearance

### **Player Development**

- Develop, provide, and oversee a golf instruction program offering individual and group clinics for all levels
- Work with the golf committee to develop and oversee a tournament schedule, leagues, and golf program for all categories of golf members (beginners, intermediate, and advanced golfers, women, men, families, etc.)
- Develop a junior golf program

### **Other Responsibilities**

- Maintain a close working relationship with the Board of Directors
- Maintain a close working relationship with the Golf Course Superintendent and provide advice on course playability and tournament set up
- Maintain a close working relationship with the Member Services Manager concerning prospective members and assist with the orientation of new members
- Coordinate plans with the Food and Beverage Manager for food and beverage services for all golf events

### **Experience, Knowledge, and Soft Skills**

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*Including, but not limited to, the following:*

- Maintain PGA of America membership in good standing
- Provide expert-level knowledge of the game of golf, rules of golf, golf facility operations, and tournament operations and administration
- Demonstrate a professional demeanor and work ethic
- Have experience in supervising employees and fostering a team culture
- Have strong organizational, planning, and prioritization skills
- Be self-motivated
- Be service and customer focused with excellent social and teaching skills
- Have experience in written and oral business communications
- Have experience with Microsoft Word and Excel. Be proficient in other applications such as email, internet, and tournament software such as Golf Genius
- Have knowledge of Tee Time reservation system; ClubSoft is preferred but not required
- Keep abreast of marketing and business trends
- Remain current on teaching innovations
- Maintain a respected golf game and play golf with members on a regular basis