

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: DIRECTOR OF GOLF OPERATIONS/HEAD GOLF PROFESSIONAL   DATE: 07/25**  
**DEPARTMENT: FINANCE**  
**REPORTS TO: DCM FINANCE**

**JOB SUMMARY:**

Supervises and administers all operational aspects of Beaver Meadow Golf Course including oversight of Pro Shop operations, customer service, food and beverage, golf professionals and grounds and facilities..

**ESSENTIAL JOB FUNCTIONS:**

Responsible for all golf operations and may also directly execute the responsibilities of the Course and Facilities Manager or Head Golf Professional,

Oversees all course maintenance/improvements.

Oversees all Pro Shop operations..

Oversees restaurant operations or contracted vendor

Represents the City at various functions such as Golf Course Advisory Committee, civic groups and any other meetings as necessary for golf operations.

Develops and maintains positive working relationships with customers vendors, staff, supervisors, city administration and elected officials

Oversees budget development and implementation including capital projects.

Supervises employees; manages division staff hiring and training ; schedules, assigns and monitors work; evaluates performance and ensures payroll is prepared and submitted weekly and on time.

Administers corrective action as needed.

Oversees the purchase, display and selling of golf equipment, accessories and clothing.

Oversees scheduling and administration of all golf play; tournaments, outings, leagues and league play, enforcement of golf rules and regulations; oversees policing of the course to regulate play and conduct of players.

Provides, supervision to and hires well trained and experienced staff.

Collects, organizes and interprets weekly, monthly and annual statistics on golf course revenue and rounds played.

Marks course related to hazards, out of bounds, ground under repair.

Serves on City boards and committees as assigned.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Automobile	Computer	Telephone	General Office Equipment
Cell Phone	Recreation Equipment	City Trucks	Specialized Computer Software
Golf Simulators	Golf Software	Citywide ERP System	

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Four academic years of pre-professional and professional study in a specialized curriculum accredited by the Professional Golf Association or the Turf Grass Management Certification and may be certified by the PGA – Class A or any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:**

Valid New Hampshire Driver's License  
Professional Golfers' Association of America, Class A; or  
Turf Grass Management Certification; and confirm that at least one employee of Beaver Meadow Golf Course possesses the NH Supervisory Pesticide License

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Knowledge of golf course operations.

Knowledge of course facility operations, maintenance equipment, grounds maintenance and infrastructure.

Knowledge of sports merchandising, retail sales, sports fashion trends, golf equipment trends. Point of sale software, marketing

Principles and practices of strategic planning.

Municipal budgeting procedures and multi-funded financing operations.

Methods and techniques of research, statistical analysis, and report presentation.

Administrative principles and practices, including goal setting and program budget development and implementation.

Administration of staff and activities, either directly or through subordinate supervision.

Methods and techniques of program promotion and public relations.

Recruitment, training, and management of all Full –time and Seasonal staff.

Applicable state, federal, and local laws, rules, and regulations.

**Skill in:**

All aspects of golf operations

Maintaining Golf Course website and communicating with customers.

Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks and to understand, interpret, and

communicate complicated policies, procedures, and protocols.

Using tact, discretion, initiative, and independent judgment within established policies.

Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.

Selecting and motivating staff and volunteers, and providing for their training and professional development.

Developing and writing policies and procedures.

Ability to deliver superior level of customer service to members, daily golfers, camp and tournament participants.

Analyzing and evaluating golf recreation programs and services.

Operating effectively with multiple deadlines and competing demands.

Computer usage and various Microsoft applications, as well as specific software related to golf programs, scheduling, and publishing.

Communicating clearly and effectively, orally and in writing.

Establishing and maintaining effective working relationships with staff, customers and advisory groups and City officials.

Preparing clear and concise reports, correspondence, and other written materials.

**Mental and Physical Abilities to:**

Speak effectively before groups of employees.

Speak effectively before public groups and respond to questions.

Read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.

Define problems, collect data, establish facts, draw valid conclusions, and implement solutions in a variety of situations where only limited standardization exists.

Perform duties while standing, sitting, or walking.

Frequently lift light and occasionally heavy objects, up to fifty pounds.

**Working Conditions:**

The work is performed both in an office and on the golf course, at recreational facilities, and outdoors. The incumbent may be exposed to cold or inclement weather, noise, dust, dirt, grease, contagious or infectious diseases, and irritating chemicals.