

ASSISTANT PGA PROFESSIONAL

Position Code: 1700

WC Code: 9060

FLSA Status: Non-Exempt

Pay Grade: 345 (\$29,587 - \$46,273)

Location: Golf Course

Approval Date: 2010

General Statement of Duties

Performs professional duties of an Assistant Golf Professional for the municipal golf course supervising, selling and handling customer service.

Distinguishing Features of the Class

An employee in this class serves as an Assistant Golf Professional that includes supervising marshals and starters, providing customer service and assisting with operation of the golf shop. Work includes handling public relations through daily public contact in collecting fees, scheduling tee times and selling merchandise, and resolving problems or questions from the public. Work requires professional golf knowledge, playing abilities and PGA certification, as well as tact and diplomacy in extensive public contact dealing with the general public, private groups, businesses, special interest groups within Town government and other golf professionals. Work may subject the employee to inside and outside environmental conditions, noise, vibration and hazards associated with golf course work, fumes, odors, dust, mists and oils. Work is performed under the general supervision of the Head PGA Professional and reviewed through daily observation, customer feedback and results.

Duties and Responsibilities

Provides customer service; answers the telephone; schedules tee times; asks for and records number of players, day and time preferred and determines best time available to meet requests; considers times set for organized playing groups and standard tee times, collects fees from players as check in; explains standard and special daily rules as appropriate for new and continuous players; checks calendar and sets aside dates for tournaments; and may meet with customers and assist the Head Pro in coordinating event details.

Sells merchandise in the golf shop; helps customers with selection of appropriate golf equipment by explaining the different design and functional features of various manufactures;

enters costs in register; totals and receipts cash, checks and/or charge; assists with maintaining annual inventory and recommends replenishing items low in inventory; may order.

Assists with handling problems with customers; calls to get coverage from cart helpers, marshals or starters.

Opens and closes the golf shop daily; disarms the security system and sets up cash drawers for both the golf shop and snack bar daily; runs charge card tape and reconciles with charge slips; counts money and leaves standard amount in drawer; may reconcile cash balances against tapes; and assists with making deposits.

Assists with providing golf instruction to individuals with groups as meet requirements for II and III level designations.

Maintains playing ability at reasonable standards to play with course members and maintain certification; maintains educational re-certification requirements by PGA.

Assures safety regulations are followed by staff as appropriate.

Performs any task required to fill in to ensure smooth operations and timely customer services, such as rotating and washing carts and lining up carts for tournaments, or starting players at tee boxes.

Performs other duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Working knowledge of the principles, theories and practices of the golf shop operations, procedures and cash management and customer relations.

Considerable knowledge of the game of golf, of the principles and techniques for playing golf, Professional Golf Association (PGA) rules and regulations, and the principles and methods of golf instruction.

Working knowledge of safety regulations associated with golf course work.

Skills and ability to play golf and instruct, and underlying knowledge of PGA rules.

Ability to organize and coordinate work of volunteers and part time staff in season.

Ability to develop and maintain effective working relationships with co-workers, the public, superiors, officials and other course professionals and managers.

Ability to use sound judgment, tact, diplomacy and firmness in handling angry customer and volatile situations.

Ability to express oneself clearly and precisely in oral and written forms.

Ability to operate a computer and use a variety of software.

Physical Requirements

Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pulling, pushing, lifting, fingering, grasping, talking, hearing and repetitive motions.

Must be able to perform medium work exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or a negligible amount of force frequently or constantly to lift, carry, push, or pull or otherwise move objects, including the human body.

Must possess the visual acuity to play golf at a professional level, to prepare and analyze budget and activity data and figures, to operate a computer, and to be able to inspect the work of others.

Minimum Education and Experience

Graduation from a college or university with a degree in Professional Golf Management, successful completion of PGA Apprenticeship program and oral exam, and three to five years of experience in golf course operations and playing; or an equivalent combination of education and experience.

Special Requirements

Certification as a PGA Professional Class A and possession of a PGA card, or must be able to obtain Class A Status within 4 years of hire.