

City of Fort Worth, Texas Job Description

Classification Title	Assistant Golf Professional		
Job Code:	TC5020	Job Family:	Technical/Para-Professional
Pay Grade	508	Date Reviewed:	06/10/15
FLSA Status	Nonexempt	Date Revised:	

GENERAL SUMMARY

Participates in and assists in supervising activities and operations of the municipal golf division within the Parks/Community Services Department including pro shop operations and promotion of golf course facilities. Provides support to the Golf Professional at assigned golf course.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Assists in golf facility management and activities including golf shop operations, customer service, tournament play and facility promotion.
2. Continuously monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned golfing programs, service methods, and procedures; works with employees on the continuous improvement of golf facility services.
3. Collects cash, check and credit card payments from golf course patrons for services and merchandise; maintains and balances register amounts; and assists in depositing daily revenue.
4. Provides efficient and courteous customer service; answers telephones and schedules tee times; and, provides assistance to patrons regarding golf course playing conditions, rules and regulations of the game, and handicapping procedures.
5. Maintains daily records of player names, cart numbers, and related data; monitors player pace of play.
6. Assists in coordination of a range of activities designed to promote and encourage golf course play and a greater understanding of the game. Provides lessons to interested individuals. Assists with coordination of tournament events and schedules tournament times and dates.
7. Maintains merchandise levels within the golf shop; assists the golf professional with purchase orders, inventory counts and communicating with vendors. Participates in marketing and displaying golfing merchandise.
8. Executes opening and closing procedures; arming and disengaging alarm system; and, unlocking and locking doors. Conducts opening or closing register procedures.

9. Monitors golf course marshals and starters to remain abreast of course pace of play. Supervises tasks of golf cart maintenance personnel, as well as all seasonal employees.
10. Assumes additional responsibilities in absence of the Golf Professional.
11. Performs related duties as required.
12. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Rules and regulations of the game of golf.
 - Operational characteristics, services and activities of a municipal golf course.
 - Principles and practices of golf shop operations.
 - Principles and practices of tournament development and administration.
 - Methods and techniques of teaching the game of golf.
 - Merchandising, marketing and retailing golf equipment.
 - Principles of supervision, training and performance evaluation.
 - Pertinent Federal, State and local laws, codes and regulations.
- **Skill in:**
 - Operating assigned equipment.
 - Point of Sale Software, Tournament and Handicap Software.
 - Monitoring and evaluating assigned golf programs.
 - Golf instruction.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Instruct beginners and skilled players in the game of golf.
 - Explain and clarify rules and regulations of golf.
 - Market and purchase golf course supplies and materials.
 - Participate in the management of a municipal golf facility.
 - Supervise the work of subordinate employees.
 - Assist in training and evaluating subordinate employees.
 - Establish and maintain effective working relationships.
 - Maintain records.
 - Provide customer service.

MINIMUM JOB REQUIREMENTS

High school diploma or GED with specialized training in the game of golf and one year of directly related experience in golf and retailing operations.

OTHER REQUIREMENTS

Valid Texas Driver's License.

Professional Golf Association of America Class “A” certification or Registered in the PGA PGM Program and successfully passed Level 1.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting and intense noises.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.