



Golf Operations Manager

Wood Dale Park District

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Closing Date:

Salary: \$55,000 - \$65,000

Description:

The Golf Operations Manager job duties include, but are not limited to, overall management of the Golf and Food & Beverage operations at Salt Creek Golf Club as well as some involvement at 390 Golf Experience location. The position will be tasked with growing the business and profitability using Leagues, Outings, Open Play, Food & Beverage sales and Retail Merchandise sales areas.

This is a year-round full-time position and is eligible for Health Insurance, IMRF benefits and other full-time employee benefits.

Contact with others:

This position involves everyday internal and external contacts, acting as a public relations agent for the Department, with the expectation of role modeling cooperative and effective working relationships. This position will deal with customers requiring more time and resources and must be able to effectively listen, react and follow-up on inquiries and complaints. This position is also responsible for supervision of clubhouse and golf course employees (not golf course maintenance). Hears grievances, reports them and assists with proper follow up. This position will serve as back-up to the Director of Golf Operations.

Supervision

Received - Work is under the general direction of the Director of Golf Operations

Exercised - This position is responsible for overseeing Full-Time, Part-Time and Seasonal employees in our Golf operation and Food & Beverage operation.

Essential Job Functions:

Administration – Both for Golf and Food & Beverage:

- Recruit, hire, train, motivate, discipline and supervise all golf and F&B department staff and maintain accurate payroll records
- Ensure evaluations and annual reviews are completed and recorded for all applicable staff
- Attend staff meetings as called for or scheduled by management and schedule and facilitate staff meetings with golf and F&B operations personnel as needed
- Update and maintain golf shop and F&B policies and procedures and job descriptions and

ensure that they are adhered to and posted in proper areas

- Participate in and compile comparison information to properly position the facility in the marketplace
- Attend and actively participate in applicable committee meetings and board, management, and staff meetings when requested
- Adhere to, enforce, and implement policies and procedures of the facility and park district
- Setup regular written communication with supervisor to include facility, programming, staff and customer updates
- Ensure the proper storage, safety, and cleaning of equipment
- Develop, maintain, update, and utilize customer database to achieve facility goals and objectives
- Work closely with all department heads to achieve the goals and objectives of the facility
- Coordinate and monitor the execution of plans with the Food and Beverage Operations Manager and Food and Beverage Sales Manager for food and beverage needs for all functions
- Conduct ongoing rates analysis and execute modifications to ensure industry standards are achieved
- Coordinate and oversee appearance and cleanliness of the Clubhouse and Pro Shop, and provide direction and supervision of the Custodial Staff.
- Coordinates with Marketing Department to help promote Salt Creek Golf Club through Traditional Marketing, Social Media, Website and Email to grow banquet and restaurant business as well as golf and player development
- Assist in the cross promotion of all golf facilities

Administration – Specifically for Golf Department :

- Oversee the reservation system, starting, monitoring, and pace of safe play
- Track and verify all players and guests, green fees, golf cars, club care, and other charges necessary, and facilitate accurate accounting and recordkeeping
- Along with Greens Superintendent - Oversee golf car fleet while ensuring proper maintenance and recordkeeping
- Develop and manage an innovative tournament program, group outings, and leagues that service all customer segments
- Oversee retail merchandise concession is in step with the mission and goals of the golf operation and facility
- Oversee development of buying plans and all golf related purchasing in order to maintain a profitable golf merchandising operation
- Establish and execute accurate record keeping policies and procedures
- Supervise and train all golf shop staff to maximize sales opportunities
- Conduct & supervise accurate & timely physical inventory counts. present and promote a diverse and desirable array of golf equipment, apparel, accessories. Utilize POS system to safeguard inventories and cash
- Maintain an attractive and orderly appearance and utilize proactive Display marketing techniques in and around the golf shop
- Utilize PGA of America, and National Golf Foundation player development tools, resources, and materials
- Focus on programs for women, families, seniors, and juniors
- Train staff to promote and encourage player participation in events and programs
- Maintain a close working relationship with the Golf Course Superintendent and provide advice on course playability and tournament set up

Administration – Specifically for Food & Beverage Department:

- Develops an operating budget for each of the related department's; after approval monitors and

takes corrective action as necessary to assure that the budget's sales and cost goals are attained

- Assures that effective orientation and training as well as professional development activities for staff are implemented. Develops ongoing training programs for food service & kitchen staff.
- Conducts such functions as interviewing, hiring, performance appraisals, coaching, and dismissal, if necessary, to ensure appropriate staffing and a high level of productivity is maintained for all areas of responsibilities.
- Inspects to ensure that all safety & sanitation standards are consistently met
- Assures that all standard operating procedures for sales and cost control are in place and consistently utilized.
- Responsible for high standards of conduct, appearance, graciousness, and service of personnel and the cleanliness of clubhouse and all food and beverage outlets.
- Works with Director of Golf Operations, Head Chef and F&B Operations Manager on proposed Menus for all outlets and special events.
- Assists in the planning and execution of all events, as well as coordinating and assisting with Banquet Set up and breakdown
- Schedules periodic food & beverage employee meetings to ensure correct interpretation of Park District policies and service standards
- Ensures that all legal requirements are consistently adhered to, including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages.
- Implements policies and procedures for the food & beverage department.
- Monitors each department of responsibility to ensure that supervision and visible management are providing prompt, cordial attention and personnel recognition to every guest.
- Personally handles selected guest complaints and advise the Director of Golf about appropriate corrective actions taken.
- Works closely with Food & Beverage Sales Manager in planning and carrying out banquet events
- Responsible for all event billing. Works closely with Food & Beverage Sales Manager and Accounts Receivable Clerk for accurate, timely billing and collection of all event obligations
- Assists with inventories within Food & Beverage department

Customer Service

- Maintain positive interaction and cooperation with park district staff, the public and facility patrons.
- Manage, motivate and oversee staff to ensure they are performing jobs properly and customer needs are satisfied.
- Produce a work environment and culture that encourages employee self-motivation.

Financial Management

- Prepare, maintain and file accurate records and reports including financial paperwork.
- Review and monitor golf and F&B operations financial reports for accuracy and improvements.
- Assist in development and implementation of annual budget.
- Efficient in coding facility invoices with corresponding budget account numbers.
- Responsible for the financial and operational performance of the golf shop, golf services and F&B areas
- Ensure all financial goals and objectives are being achieved
- Assist in the development and preparation of budgets, including forecasting and review of all golf operations and F&B revenues and expenses on a daily, weekly, monthly, and annual basis
- Ensure systems controls are in place to safeguard assets, revenues, and resources
- In keeping with facility goals, utilize yield management techniques to maximize course usage
- Verify cash safe amount, cash drawers, complete closing paperwork, finalize bank deposits, drive to bank for deposits and/or change replenishment as needed and secure building at end of day.

Planning

- Develop, implement and evaluate goals and objectives relating to golf operation as well as F&B operation

Safety and Risk Management

- Keep facility, employees and patrons safe at all times and exercise safety procedures especially during inclement weather.
- Support, promote and make recommendations regarding all safety, health and loss control policies as adopted by the Park District.
- Maintain a safe, secure and healthy facility environment by establishing, following and enforcing sanitation standards and procedures that comply with health and legal regulations.
- Familiarity with and effective implementation of Employee Safety Manual.
- Be familiar with the safe operation of any equipment necessary in accomplishing required tasks.

Other Job Functions

- Perform the job in compliance with Park District policies.
- Demonstrate and support the Park District's mission statement, vision statement and values.
- Trusted and responsible for proper handling of large sums of money, keys and facility security codes and the adherence to security procedures and policies.
- Serve on various district committees and/ or task forces as assigned.
- Assist with and/or attend park district special events.
- Maintain high staff morale through positive leadership.
- Adhere to the District's safety and loss prevention policies and procedures
- Follows and encourages safe work practices and participates in risk management activities and trainings
- Wear appropriate Park District Apparel

Requirements of Work

- Knowledge of computers – Microsoft Office Applications
- Graduation from a High School or equivalent
- Possession of a valid Illinois Driver's License
- Minimum age of 21 years
- Certified in Alcohol Awareness Training and Food Handler training – or ability to obtain within 30 days of hire
- Ability to work in stressful conditions
- Demonstrate good safety awareness and judgement
- This position requires the employee to regularly lift and carry/move up to 50 pounds a distance of 50 yards

Necessary Special Requirements (Both Departments)

- Fundamental supervisory practices and principles
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Strong organizational, planning and prioritization skills
- Self-motivated with desire to promote and market
- Service and customer focused attitude
- Experienced in written and oral business communications
- Remain up-to-date on customer relationship management tactics and strategies

- Experienced computer user including; Microsoft Word and Excel. Proficient in other applications, i.e. email, internet, tournament and database
- Experience with GolfNow Services, including POS and other applications
- Maintain and promote a positive professional image within the community
- Attend conferences, workshops, meetings, and trade shows to keep abreast of marketing and business trends
- Basic budget and cost-accounting experience
- First Aid and CPR/AED certifications – or ability to obtain within six months of hire

Necessary Special Requirements (Golf Department)

- PGA of America membership in good standing in an active classification preferred but not required. If current PGA member, must maintain membership
- Fundamental knowledge of the game of golf, rules of golf, golf facility operations and tournament operations
- Maintain a credible golf game and remain current on golf industry trends

Necessary Special Requirements (F&B Department)

- Basset Certified
- Food Handlers Certification

Work Location

Salt Creek Golf Club, 1051 N. Prospect Ave. Wood Dale, IL. 60191

Hours of work and Compensation

Hours are based on needs of the facility. That could consist of opening, closing and working weekend and holiday shifts.

Working Conditions:

- Requires physical activity, including but not limited to reaching, pulling, pushing, kneeling, crouching, stooping, bending and sitting.
- Requires talking and hearing to communicate with personnel and patrons.
- Walking will be necessary to inspect facility on a regular basis.
- Seeing to write, obtain information from written material and general safety will be required.
- Requires sitting to perform typing, writing, telephone and computer usage.
- Requires both indoor and outdoor work and activities and ability to handle matters in inclement weather conditions