



Director of Golf

Wood Dale Park District

Contact Name: Sandy Hlousek

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Closing Date:

Salary: \$78,000 - \$88,000

Description:

Position Summary:

This position manages all of Salt Creek Golf Club and 390 Golf Experience operations and leads personnel working at the facilities in the performance of their duties and responsibilities, including its safe and efficient operation. This is advanced, highly responsible, professional, administrative and managerial work requiring routine, cyclical and special work assignments in support of the Park District's mission, vision and values and overall operation, recommending policy or procedure modifications to the Executive Director.

Work Location:

1051 N. Prospect Avenue, Suite A, Wood Dale, IL 60191

Contact with Others:

Position involves everyday internal and external contacts, acting as the spokesperson for the department and facilities, responsible for all departmental employees and may be authorized to make commitments on behalf of the department. Hears grievances and can render discipline for the department.

Benefits:

- Medical (PPO & HMO), dental and vision benefits
- Reasonable employee premiums
- District paid life insurance equal to 2 times your salary with max of \$200,000
- Voluntary life insurance option (employee paid)
- Voluntary AFLAC plans
- Pension plan through IMRF (Illinois Municipal Retirement Fund) with employee contributions of 4.5% per check and an employer contribution between 9%-15% per check.
- Voluntary 457 plan
- Paid time off - Vacation pay (5 days the first year, 10 days years 2-5), three personal days per fiscal year and one sick day per month and 9 holidays
- Employee Wellness Programs and Incentives

- Employee Assistance Program
- Recreational benefits
 - Pool Pass for Employee and immediate family member
 - Dog park pass
 - Discounts on recreation programs & Facility rental
 - Discounts on golf greens fees, cart rentals and 390 bay rental
 - Discounts on food purchases at Salt Creek Golf Club and 390 Golf Experience

Supervision:

Received: Executive Director

Exercised: Assistant Director of Golf, Greens Superintendent, Food & Beverage Manager, Head Cook, Food & Beverage Sales Manager, and all other full-time, part-time or seasonal golf department employees in the absence of their direct supervisor(s).

Essential Job Functions:

- Oversees the daily and long-term management of all aspects and areas of the golf, food & beverage and banquet operations.
- Establishes the direction for all golf operation, food & beverage and banquet staff, setting an effective agenda and ensuring performance goals are set and met.
- Manages the development and implementation of special events and activities that serve customer expectations and increases revenue potential for the facilities.
- Supervises, coaches, trains and evaluates staff as needed and within budget to deliver services and facilitate golf, club house, food & beverage, banquet and special event initiatives.
- Evaluates, recommends, interprets and administers the policies of the Park District and facilities.
- Communicates any problems, deviations, or daily activities which may have an impact on the overall operation of the facilities to the Executive Director.
- With staff assistance, researches current golf, food & beverage, banquet and special event trends to deliver services that are driven by market needs and desires and provides for maximum revenue potential for the agency.
- Recommends the appointment of full and part-time staff through recruitment, interviews, background reviews and testing as necessary.
- Hosts, attends and works facility events to ensure quality service is delivered and revenue potential is obtained.
- Provides guidance to staff regarding problems with their associates, grievances, conflicts, or any other matters of concern which may interfere with cohesive working relationships.
- Conducts staff meetings and trainings as necessary.
- Prepares, reviews and coordinates detailed budgets for review by the Director of Finance and the Executive Director.
- Oversees the daily reports and deposits of revenue collected through the Point of Sale system assuring financial accuracy.
- Coordinates all point of sale and customer service functions including quality control by developing and utilizing methods and systems which determine satisfaction and identify trends and future service needs.
- Oversees purchasing functions including reviewing expenditures, approving purchase orders, ordering equipment and supplies, and leading the bidding process for large cost items.
- Develops cost analysis, financial reports, studies and recommendations for all financial aspects of the facilities as required.
- Works with the Finance Department to accurately monitor revenues and expenses and prepare timely sales tax filings.
- Develop, recommend and implement fees and pricing structures for golf play and instruction, food & beverage and banquet services, and special events.

- Negotiates contracts and oversees that the terms of the contracts are upheld.
- Ensures that all applicable facility, food and beverage and banquet operation licenses are maintained and appropriately posted when required.
- Assures the completion of routine inventory of supplies and materials for all aspects of golf operations.
- Monitors and coordinates with the Marketing Department to produce marketing and promotions, including social media messaging, routine updates to the agency website and seasonal program guides.
- Develops and maintains effective communication with the general community through presentations, resolution of complaints and suggestions, attendance at meetings and active observation of the golf course, restaurant and 390 Golf Experience.
- Conducts and manages long term planning for the facilities and leads staff in its implementation
- Manages and coordinates any course or facility cancellation/closing caused by extreme weather conditions or mechanical system failures.
- Opens and closes the facilities as needed.
- Prepares and/or directs the preparation of board summaries, financial reports, monthly reports, and periodic and special reports and maintains department records.
- Serves as resource and liaison to other Park District employees, departments, governmental units and the community in general.
- Fosters a working environment that promotes safe work habits and active participation in the agency's risk management program.
- Maintains a complete understanding of Park District emergency action plans and acts as a leader in the execution of the plans when required.
- Collaborates with park rangers, police and staff on security issues.
- Assists the Safety Coordinator to investigate accidents and complete paperwork.
- Follows and encourages safe work practices.
- Leads and nurtures a work culture that promotes open, frequent and dynamic communication among staff, stimulating teamwork to accomplish desired goals and objectives.
- Leads or serves on committees or task forces as assigned.
- Attends professional organization meetings and conferences/workshops to promote knowledge in related areas of responsibility and for continuing education.
- Manages special assignments or projects as requested by the Executive Director and performs other duties as assigned.
- Maintains a flexible schedule by working nights, weekends and holidays as needed.
- Attend monthly Board meetings
- Attends work on a regular basis.

Qualifications:

- Bachelor's Degree in Parks and Recreation, Golf Management, Business Administration, Food & Beverage Management or a related field.
- Five or more years' experience managing an 18-hole golf course with a food & beverage or banquet operation
- CPRP, CPRE, PGM, PGA or other professional certification(s) preferred but not required
- Certifications in T.I.P.S bartending and food sanitation within six months of hire
- Valid Class "D" driver's license
- CPR/AED/First Aid certification within first three months of hire
- Ability to prepare staffing and operation plans and monitor their implementation.
- Ability to prepare, analyze and maintain detailed operation and financial performance records and reports.
- Ability to supervise, train and evaluate the work of staff in the daily operation of the golf facilities.

- Ability to maintain positive and effective working relationships with other employees and the public
- Ability to work with minimum supervision, to solve problems comprehensively and to produce neat and accurate work on a timely basis
- Ability to perform required duties with initiative, good judgment, accuracy, persistence, integrity, tact, confidentiality and courtesy.

Knowledge, Skill and Work Experience:

- Golf course and restaurant and/or banquet facility management and operations
- Pro Shop operations and merchandising
- Strong oral and written communication skills
- Knowledge of human resource practices and policy management
- Organizational, time management, interpersonal and problem-solving skills
- Customer service focused
- Ability to produce accurate work in timely fashion and work independently
- Good working knowledge of all computer system applications including Microsoft Suite and Golf POS computer software systems
- Good knowledge of pertinent safety precautions and risk management practices and procedures of recreational facilities.

Physical Considerations:

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.

- Work is performed mostly in office, restaurant and outdoor settings.
- Frequently is required to stand and talk or hear, use hands and fingers to handle, feel, or operate objects, tools, or controls, and to reach with hands and arms.
- Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Occasionally required to walk, sit, climb, balance, stoop, kneel, crouch, crawl, and smell.
- Occasionally lift, carry and/or move up to 50 pounds unassisted.
- Frequently required to use close vision and to adjust visual focus.

Environmental Considerations:

May be exposed to elements when driving to meetings or when assisting with outdoor functions. The majority of work occurs in an office setting which may include occasional light and temperature variations. Prolonged hours seated at a desk. May include prolonged hours of computer use.

Cognitive Considerations:

It is the express responsibility of the Director of Golf Course Operations to maintain the essential confidentiality of assigned duties. Violation of this responsibility will be considered cause for dismissal. Ability to respond to questions, complaints, and concerns from the public and from employees in a professional manner and with good judgment.

Interested candidates please either send resume and salary requirements to Sandy Hlousek, Human Resources Manager at Shlousek@wdparks.org

Or you can apply online through Paycom at

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=204482&clientkey=05EB1538F9E63CC093CC2E4B1C176445>