



## City of Lake Oswego, Oregon

### Job Description

#### **GOLF COURSE MANAGER**

**FLSA Status: Exempt**

**Salary Grade: 546**

**Union Representation: Non-represented**

**Job Code: 1106**

#### **Class Summary**

Under direction, provides safe and efficient operations of the City's golf course, driving range, clubhouse and food service concessions. Supervises staff in the effective delivery of programs, events and services. Develops and monitors program budget and goals.

#### **Essential Duties and Responsibilities**

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:*

1. Supervises support staff including prioritizing and developing work plans, evaluating staff performance, monitoring progress on reports and projects, interpreting policies and procedures, making hiring and termination recommendations, making pay rate change recommendations and providing training and development for staff.
2. Oversees clubhouse facilities and operations including customer service, determining service providers and managing contracts for janitorial and food services and driving range equipment.
3. Manages the Pro Shop operations including appropriate merchandise levels, meeting with manufacturers, purchasing merchandise, staff sales training and maintaining inventory levels. Oversees front desk operations including cash handling, point of sale and on-line tee time systems, staff scheduling and customer service training. Schedule maintenance and upkeep.
4. Coordinates programs and services in conjunction with Golf Course maintenance activities to ensure continuous operations.
5. Prepares and oversees the annual budget for the golf course including determining services, capital purchases, staffing levels and allocation of resources. Monitors expenditures and ensures remains within budget. Recommends capital improvement projects including providing informational reports and cost projections. Involved in future planning and design.
6. Develops and implements golfing programs and special events including planning, scheduling, developing promotional materials, and determining fees. Coordinates with maintenance, police, food services and the community.
7. Acts as a liaison with other departments and the general public; prepared and presents information to the Parks & Recreation Advisory Board. Answers questions and resolves conflicts including recommending changes in programs, updating policies and procedures and determining necessary facility improvements.

8. Performs other duties of a similar nature or level.

## **Minimum Qualifications**

### **Knowledge of:**

- Management theories and principles.
- Budgeting theories and principles.
- Recreation and golf course management.
- Turf management.
- Facilities management.
- City, state and federal laws, regulations and ordinances governing parks and recreation.
- Personal computers and related software applications.

### **Skills and Abilities to:**

- Apply management theories and practices.
- Prepare budgets.
- Manage service contracts.
- Maintain golf course facilities.
- Maintain turf.
- Organize and coordinate special events.
- Prepare promotional material.
- Resolve conflicts.
- Use personal computers and related software applications.
- Operate golf course equipment, e.g. golf carts and driving range vehicles with ball pickers.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

### **Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a Bachelor's degree in Business Administration, Recreation or a related field and four years related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

### **Licensing and Other Requirements:**

Positions in this classification must have PGA or LPGA certification; and require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

### **Physical and Mental Demands**

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Moderate Physical Work: Must be able to move objects by exerting up to (20) pounds of force frequently, and/or up to (10) pounds of force consistently.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

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**Department Director**

**Date**

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**Human Resources Director**

**Date**

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**Employee**

**Date**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*