



## Director of Golf

### Property Description:

Spring Valley Golf Club is an 18-hole course located in Elizabeth, CO about 15 minutes east of Town of Parker. In business for over 25 years, it is both a membership golf club and open to the public. Situated inside the golf club is Creekside Bar & Grill, serving lunch and dinner daily, with a 3,500 square foot ballroom on the 1<sup>st</sup> level for weddings and special events.

The ideal candidate is someone who understands the opportunity presented to them with an already established golf club, but an exponentially growing community. Spring Valley Community is to receive an additional 3,500 homes in the next 2-5 years on its doorstep. With SVGC the only public golf course in the 20-minute vicinity, the potential is enormous for an ambitious Director of Golf. The individual we are looking for is willing to challenge him/herself, strives to go above and beyond what's expected, and is financially minded towards the operation he or she runs.

### Full Job Description:

The Director of Golf is responsible for establishing and promoting the company culture, providing leadership to the ladies and gentlemen they oversee, customer service standards, and the financial well-being their operation. The ability to recognize, create and implement the future potential of the entire operation is absolutely critical. They are financially innovative, creative, outgoing, personable and proactive.

Some technical skills required of the Director of Golf include; inventory management, scheduling, training and upholding customer service standards, ensuring guest satisfaction, leading stand-up meetings, systems management (Lightspeed, GolfNow), tournament execution, pro-shop opening/closing, financial reporting, and other duties to lead a successful operation. This position must also be able to perform the same functions as a pro-shop attendant and be able to work long hours indicative of a golf operation.

### Essential Job Responsibilities:

- **Communication:** Provide leadership to our pro-shop ladies and gentlemen ensuring successful execution of each shift while focusing on guest engagement and customer service. Maintain transparency in decision making and guidance to the ladies and gentlemen by holding daily stand-up meetings, quarterly trainings, individual one-on-ones/evaluations and maintaining an open-door policy. Ensure communication and efforts between the Pro-Shop and other departments are seamless and unified. Daily communication of operational status, equipment needs, staffing levels, and other important information from shift leader to shift leader is critical.



- **Leadership:** Leading by example in terms of timeliness, attitude, hard work, integrity, honesty, grooming standards, service standards and energy will constantly push the team in the right direction. Keeping the Pro-Shop trendy and relevant seasonally and while building for the future is the goal. Maintaining self and staff's necessary certifications and licenses up to date.
- **Organization and Management:** Hiring and training a positive and engaged Pro-Shop team according to our personnel standards. Creating and executing training plans based on quality SOP's and steps of service is paramount. Weekly and monthly Pro-Shop inventory control measures should be followed. Partnering with the General Manager and to control expenses and maximize profitability is imperative. Labor costs must be monitored daily through scheduling, avoidance of overtime, monitoring punches, and cutting staff hours when appropriate to push profitability. Utilizing the Microsoft Office 365 cloud based system for all data, folders, files etc management is essential to a cohesive leadership team.
- **Business Management:** Responsible for inventory management, cost of goods/services management, wage management, direct expense management, operating and pro shop merchandise supply ordering, and other general business management. Ability to forecast revenue and labor on weekly, monthly and quarterly basis. Partnering with the F&B department to ensure events are scheduled accordingly and revenue is maximized. Overseeing the Pro-Shop team and ensuring labor is well managed and appropriate based on seasonality.
- **Facility Management:** Responsible for monitoring utility function, Pro-Shop equipment, area cleanliness, daily security of buildings, entrances, deck, exterior grounds.

#### **Personal Skills:**

- A positive, can-do attitude
- Exhibiting hard work, integrity and honesty
- Strong personal character
- Excellent time management and organizational skills
- Ability to gracefully and humbly give and receive criticism as opportunities for growth
- Ability to stay positive, focused, and constructive when faced with setbacks
- Ability to recognize potential in each lady and gentlemen and capitalize on it to better the company and the individual
- Strives for open, honest, and effective communication to build trust and professional relationships
- Excellent listening skills, oral and written communication skills and interpersonal skills
- Team leadership skills
- Excellent problem-solving skills



### **Qualifications/Knowledge:**

- High School diploma is required, Associate's or Bachelor's degree in Golf Management is preferred
- 2-5 years' experience as a Head-Pro or Director of Golf
- 2+ years experience supervising a team of 10 or more
- Developing unique, trendy and relevant ideas to better the game of golf
- Class A PGA member in good standing
- Lightspeed is preferred, GolfNow, Golf Genius
- Running leagues, tournaments, memberships, public play
- Outline operational expectations and hold employees accountable
- Experience in scheduling staff to satisfy seasonal volume and budget guidelines
- Proficient knowledge of Microsoft Office 365 and its applications
- Ability to work a flexible schedule including weekends, holidays and evenings.
- Find, retain and train the right staff for the golf operation
- Work closely with the General Manager and Superintendent

### **Work Environment:**

Must be able to work in a fast-paced inside and outside environment typical of a Pro-Shop/golf operation. Spring Valley Golf Club is for the most part a seasonal golf course, however high paced days in the shoulder and off season are frequent and do require work in winter conditions at times.

### **Physical Demands of Position Include:**

Must be able to lift up to 50 pounds. 80-100% of the time will be spent standing, walking, reaching, communicating, tasting and smelling. This position requires individuals to communicate in English as they interact with guests on a frequent basis. This position will require individuals to be out in winter conditions 5-10% of the time.

**Reports To:** General Manager

**Oversees:** Pro-Shop attendants, golf outside services staff

**Job Type:** Full-time

**Salary:** \$70,000 to \$80,000

### **Benefits:**

- Employee F&B discounts



- Golf and pro-shop discounts
- Annual bonus structure
- Professional dues (PGA etc)

**Schedule:**

- 8-to-12-hour shift
- Day shift
- Holidays
- Monday to Friday
- Night shift
- Weekends

**Work Remotely:**

- N/A

**Start Date:** Immediately

**Signing Bonus:** \$3,000 after 8 months of positive performance review