



Title: Golf Course Pro Shop Manager

FLSA Status: Non-Exempt

SAFETY STATUS: Non Safety Sensitive Position

BRIEF DESCRIPTION:

The purpose of this position is to lead in the daily operations of the golf course pro-shop. This is accomplished by collecting green fees and other money, ensuring the clubhouse is neat and organized, and running concessions. Other duties include assisting customers, planning tournaments and other activities, and assisting in all aspects of the course's business while also acting as public relations manager. This position is also expected to manage the inventory of pro shop merchandise, and concessions including purchasing, stocking, and balancing the finances. The manager is expected to make sure the pro shop is popular, profitable and dedicated to superb customer service. Works under the direction of Golf Superintendent.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Handles pro shop finances by operating the cash register and credit card machine; obtaining green fees, range ball fees, shed rental fees, concessions, and dues from customers; balances sheets at the end of each day; and makes deposits as needed. Provides exemplary customer service; plans and executes activities and tournaments.	60%
2	L	Performs related duties by answering telephones and assisting customers; cleans the clubhouse and adjoining cart barn at the end of each day; and conducts routine maintenance of golf carts.	40%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Bachelor degree in related field preferred.
Experience	At least 2 years pro shop/golf course experience required.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	Receives Limited Direction: Within this job, the employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. The assignment may be reviewed upon completion. Performance is reviewed periodically.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization.
Fiscal Responsibility	Assists Superintendent in preparing annual budget.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauri, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid Texas Driver's License



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-

Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	communicating with co-workers
Sitting	O	desk work
Walking	F	around work site
Lifting	R	equipment
Carrying	R	supplies
Pushing/Pulling	R	tables and chairs
Reaching	R	for supplies
Handling	O	paperwork, monies
Fine Dexterity	R	calculator, telephone pad
Kneeling	N	
Crouching	N	
Crawling	N	
Bending	R	making repairs
Twisting	N	
Climbing	R	onto equipment
Balancing	N	
Vision	R	observing work site, reading
Hearing	O	communicating with co-workers and public and on telephone
Talking	R	communicating with co-workers and public and on telephone
Foot Controls	R	operating heavy equipment
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, credit card machine, copier, calculator, cash register

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	R
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	S
Extreme Temperatures	M
Noise and Vibration	S
Wetness/Humidity	S
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

Ear plugs, safety glasses

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-		-Frequency-
Time Pressure		R
Emergency Situation		R
Frequent Change of Tasks		R
Irregular Work Schedule/Overtime		F
Performing Multiple Tasks Simultaneously		R
Working Closely with Others as Part of a Team		F
Tedious or Exacting Work		O
Noisy/Distracting Environment		O
Other (see 2 below)		N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	
Shop	X	Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

Signature of Employee

Date

Job Title of Supervisor

Signature of Supervisor

Date

Job Title of Department Head

Signature of Department Head

Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.