

**SHAWNEE COUNTY, KANSAS**  
**Position Description**  
**Golf Clubhouse Manager**

**POSITION CONTROL NUMBER:** PR1208, PR1211A      **FLSA STATUS:** N

**POSITION DESCRIPTION**

Under general supervision, this position manages golf course and clubhouse operations at assigned golf course(s). Work includes general management of clubhouse and golf course business in accordance with the policies and procedures of Shawnee County. This position is to assist with, but not limited to, the day-to-day operations of the golf shop and services department. Administers the day-to-day golf shop duties, such as opening and closing, answering calls, and making golf reservations. Responsible for ensuring customers are provided excellent service, while collecting fees and payments for merchandise and food and beverage purchases. Ensures the stocking and cleanliness of the Pro Shop and Snack Bar areas. This position works independently within established policies, guidelines and regulations. This position is responsible for hiring, training, and scheduling intermittent staff. Performs other duties as required. This position is supervised by the Golf Operations General Manager.

**WORK PERFORMED**

- 35% Daily Operations.** Responsible for managing golf service and operations of assigned course(s), and oversees the reservation system, starting times, and monitoring of play. Coordinates and maintains the clubhouse in a presentable fashion. Studies golf trends within the industry. Provides technical assistance to the public on the game of golf, including organizing leagues, scoring golf tournaments, and recommending appropriate equipment and golf rules. Responsible for preparing, ordering, and maintaining appropriate food and beverage inventory levels.
- 25% Supervision of Staff.** Supervises golf course staff with respect to accountability for performance and behavior including approval of absences to conform with personnel needs, discipline of employees, staff development and training, completion of performance evaluations and other personnel related functions. Participates in the hiring and promotional process. Instructs staff on proper completion of tasks. Inspects and reviews work of staff to maintain course operations. Establishes work schedules and assigns work. Checks work procedures and products.
- 25% Customer Service.** Performs customer service skills such as: answering to public comments and concerns, contacts vendors, and attends meetings. Plans and implements public relations activities, including golfer development programs.
- 15% Budgeting.** Works with the Golf Operations General Manager to prepare and monitor budget for the assigned golf course. Oversees purchases and expenses. Ensures that performance measures, standards and cost recovery goals are met. Prepares reports as needed.

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**KNOWLEDGE, ABILITIES AND SKILLS**

**Knowledge of:**

- Human resource management including hiring practices, disciplinary procedures, terminations, etc.
- Supervisory responsibilities and effective leadership skills
- Knowledge of the fundamentals, techniques, rules and regulations involved in the skills required for participation in the game of golf.
- Considerable knowledge of the objectives and methods used in planning, organizing, promoting and operating golf leagues, tournaments and open play.
- Considerable knowledge of golf course business operations and golfing equipment.
- Some knowledge of golf course maintenance.

**Ability to:**

- Plan, assign, coordinate and direct the work of others.
- Manage and run the daily operations of a golf course.
- Present and maintain a professional public image.
- Accurately maintain daily cash accounts and other records and prepare related reports.
- Operate cash register and basic office equipment, golf carts, public address system, computer, and telephone.
- Communicate effectively, both orally and in writing, using the English language.
- Establish and maintain effective working relationships with other employees and the public.

**Skill in:**

- Providing leadership and direction to employees.
- Strong organizational, planning and prioritization skills.
- Service and customer focused attitude.
- Experienced computer user including; Microsoft Word and Excel. Proficient in other applications, i.e. email, internet, tournament, and database.
- Experienced in written and oral business communications.

**PHYSICAL REQUIREMENTS**

N-Never    O-Occasional (1%-33%)    F-Frequent (34%-66%)    C-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
<b>HANDS</b>					<b>BODY/TRUNK</b>					<b>OTHER</b>				
Reaching			X		Sitting			X		Driving				X
Pushing/Pulling			X		Bending			X		High Elevation	X			
Climbing	X				Reaching			X		Unprotected Heights	X			
Throwing	X				Lifting-20 lbs.	X				Around Moving Machinery		X		
<b>ARMS</b>					Carrying			X		Driving Automotive Equipment				X
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes	X			
Lifting-20 lbs.			X		Twisting			X		Cramped Body Position	X			
Pushing/Pulling			X		Squatting			X		Sustained Positions	X			
Carrying			X		Turning				X	Noise Levels (Excessive)	X			
Throwing	X				<b>LEGS/FEET</b>					Electrical Hazards	X			
<b>EYES</b>					Walking				X	Slippery Surfaces	X			



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I have read and understand the duties and requirements for this position.

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Employee's Signature / Printed Name

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Date

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Administering Supervisor's Signature / Printed Name

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Date

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Appointing Authority's Signature / Printed Name

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Date

Created: 12/23  
Revised: 04/26