

Wheaton Park District Job Description

Job Title:	Assistant Golf Professional				
Division:	Special Facilities – Arrowhead Golf Operations	Job Code:			
Reports to:	Head Golf Professional				
Supervises:	Rangers, Starters, Pro Shop Cashiers, Cart Attendants				
Classification:	Full-time	Salary Grade:	A5	FLSA:	Exempt
Last Review/Revision:	January 2024	EEO-4 Code:	2		

GENERAL PURPOSE

This position will assist the Director of Golf Operations in all aspects of management and administration of golf programs.

REQUIRED EDUCATION, QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES

Minimum of a high school diploma or GED with at least three (3) years of experience in the golf industry is required. Bachelor’s degree preferred. Member or associate in the PGA of America preferred. Must have experience in Microsoft Office Suite, and the ability to learn new software. Must be able to lead, manage, and motivate assigned staff. Must have great problem solving, analytical, organizational, interpersonal, and written and verbal communication skills. Must be able to work independently with minimum supervision.

ESSENTIAL FUNCTIONS

1. Work weekly scheduled Pro Shop, Starter, Cart Attendant, or Ranger shifts as scheduled, these may include opening, closing, weekdays, weekends, and holidays.
2. Assist with managing leagues, outings, special events, and instructional clinics.
3. Assist with managing the Couple's Golf & Permanent Tee Time leagues.
4. Assist with the ordering of merchandise as well as monthly inventory checks, display upkeep, merchandise rotation practices, and assist customers with merchandise needs.
5. Assist the Professional staff with the development & implementation of the Adult & Junior golf programs.
6. Conduct group, private, & semi-private lessons during times when not working a scheduled shift.
7. Maintain a satisfactory playing ability.
8. Be always an ambassador for the game of golf and Arrowhead Golf Club while on property.
9. Assist with daily financial reports and banking.
10. Responsible for the supervision of part-time staff, the control of time and attendance.
11. Assist with managing the cross-country ski program including supervising and scheduling part-time staff, maintaining inventory, and working in the ski shop.
12. Maintain close contact and build relationships with guests to better understand their needs and suggest operational changes that will increase their enjoyment.
13. Resolve concerns, problems, and emergencies that arise with customers or employees in a timely & professional manner.
14. Assist in the formulation and evaluation of programs and marketing plans. Make suggestions about ways to alter them to make better use of resources and improve effectiveness.
15. Gather data and prepare reports as directed by your supervisor.

16. Contribute to a feedback rich environment.
17. Hire, train, manage, lead, coach, direct, schedule, discipline, motivate, evaluate, provide quarterly feedback and recommend merit increases for assigned staff ensuring an effective and efficient department and successful District run in accordance with Department of Labor laws and District policies and procedures.
18. Provide a high quality of customer service in a professional manner to the internal customer that will facilitate team building and exceptional customer service to the external customer.
19. Follow the Wheaton Park District and Arrowhead policies, procedures, and guidelines.
20. Proactively support the V.A.L.U.E.S. (integrity, fun, commitment, adaptability and growth, kindness, and service) on a daily basis.
21. Maintain good safety awareness and follow all safety guidelines and procedures.

MARGINAL FUNCTIONS

1. Continue education through conferences, training, workshops, etc. on new issues, trends, and procedures related to the field.
1. Attend meetings and in-service trainings as required.
2. Fill in for starter, cashier, ranger, or other as needed.
3. Assist with emergency evacuations.
4. Serve on committees as assigned by supervisor.
5. Other duties as assigned.

REQUIRED CERTIFICATIONS, LICENSES, ETC.

Must have and maintain: a valid driver's license with acceptable driving record; and CPR/AED certified or obtain within one (1) year of employment. Work toward PGA certification if not already a member.

PHYSICAL DEMANDS

This position will work long hours and must be able to continuously move around the Proshop and golf course and bend, stoop, twist, kneel, crouch, or squat and move items such as boxes of merchandise, crates of golf balls, etc. weighing up to 25 lbs. Must be able to drive a golf cart safely. This position will have frequent repetitive hand/arm movements such as when working with equipment or computers. Must be able to bend, twist, and swing a golf club when giving instructions.

ENVIRONMENTAL DEMANDS

This position will frequently be exposed to all weather conditions including insects and bugs, pesticides and chemicals, poisonous plants, office noise, and occasionally extreme noise levels from maintenance equipment.

OTHER DEMANDS

This position must maintain attention to detail and focus despite interruptions, prioritize responsibilities to meet deadlines, good problem solving, flexible, and organized.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements and effects of working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job when

circumstances change: e.g., emergencies, rush jobs, changes in personnel, workload, technological development, etc.

CERTIFICATION

“I have read this job description, and certify that I can perform all essential job functions without a significant risk to my own health and the health and safety of others that cannot be eliminated by reasonable accommodations.” The Executive Director may amend this position’s description from time to time at his/her discretion. In addition, the Executive Director, and/or appointed authority, have and retain the rights to revise, eliminate, combine, and or establish positions and classifications. Amendments by the Executive Director shall be effective on such date as designated.

Employee Printed Name

Employee Signature

Date

Revision/Review Dates:	12/10; 11/14; 6/17; 3/19; 1/24
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