

Charter Township of Ypsilanti

ASSISTANT DIRECTOR OF GOLF OPERATIONS

Non-Union Position

Salaried - Exempt

Summary

Assist in the daily management and supervision of the municipal golf course operations to ensure quality service to the public and that work is compliant with Township policies and procedures.

Supervision Received

This position works under the general supervision of the Director of Golf Operations. The employee works with considerable independence and is responsible for making decisions that require technical discretion, sound judgment and familiarity with Township policies and golf industry standards.

Performance evaluated through the review of records, inspection and discussion. Comments and the level of satisfaction of golf course patrons are critical factors for consideration in the evaluation.

Supervision Exercised

Responsible for direction and supervision of seasonal employees assigned to the pro shop inclusive but not limited to pro shop staff, rangers, and golf cart attendants.

Responsibilities and Duties

An employee in this position may do any or all of the following essential duties: (These examples do not include all of the duties the employee may be expected to perform).

1. Open and close the golf course for daily business. When necessary, communicate with the Golf Course Superintendent to determine playability of the course.
2. Operate the Pro Shop to include scheduling tee times, collection of fees and remittance to the proper source, and merchandising and inventory of golf items and snacks.
3. Oversee golf cart usage. Ensure the golf carts are clean, well maintained, and in running condition.
4. Assist the Director of Golf Operation with scheduling and supervising the activities of the seasonal pro-shop staff, and cart attendants.
5. Promote the use of the course through league play, tournaments, and golf outings. Provide hospitality and ensure the course is appropriately prepared for the events.
6. Maintain a positive public appearance of the golf course by ensuring the following maintenance tasks:
 - a. Custodial maintenance of the pro-shop
 - b. Keep pavilions clean and maintained
 - c. Keep the grounds and shrub beds outside the pro-shop free of weeds and debris

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Responsibilities and Duties (con't)

7. Work cooperatively with the Director of Golf Operations, the Golf Course Superintendent and other staff to provide quality seamless customer service.
8. Communicate regularly with the Director of Golf Operations and the Golf Course Superintendent to provide information, make recommendations and participate in planning efforts.
9. Demonstrate continuous effort to improve operations within the exiting framework, promote the course, and promote player relations.
10. Assist with marketing of the golf course through development of emails for customers, to include special events, pricing, promotions, and creation of flyers.
11. Maintain social media awareness by posting events or information to various platforms including Facebook, Instagram, and the golfgreenoaks.com website.
12. Perform other appropriate tasks assigned by the Township Supervisor or designee: to include special projects and development of innovative initiatives.

Essential Functions, Qualifications and KSA's for Employment

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. These requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Knowledge of business management and organizational techniques.
- Knowledge of the game of golf preferred, but not required.
- Knowledge of league and tournament organization and promotion.
- Knowledge of purchasing, merchandising marketing and inventory control.
- Knowledge of the principles and practices of supervision and the ability to effectively schedule, direct and supervise the work of others.
- Ability to work and communicate effectively both orally and in writing with the public, employees and vendors.
- Knowledge of cash handling procedures and internal controls.
- Ability to work flexible hours and on weekends.
- Preferred training and experience includes:
Course work in business management, recreational facilities management or the equivalent training in golf course management. Two years management experience with supervisory responsibility.
- Must possess and maintain a valid Michigan driver's license.

Ypsilanti Township
Updated September 2021
Salary: \$38,000/year