

The Country Club of Virginia

Job Description

Job Title: Golf Operations Outside Supervisor
Department: Golf
Reports To: Head Golf Professional of Operations
FLSA Status: Non-Exempt
Prepared Date: May 30, 2011

SUMMARY: Supervise outdoor golf operations to ensure our established standards in service, facility, and efficiency are consistently being met or exceeded.

EXPECTATIONS:

- Provide platinum service while maintaining a clean and safe environment for members, guests, and staff
- Know and embrace the mission statement and platinum service basics

ESSENTIAL DUTIES include the following (other duties may be assigned):

- Engage the membership and create a friendly, welcoming environment
- Ensure outdoor golf operation is consistently at or above established standards in service, facility, and efficiency
- Provide quality service to members and guests
- Provide necessary assistance to assistant professional responsible for outside operations
- Assist in every phase of outside operations

SUPERVISORY RESPONSIBILITIES:

- Cart Attendant staff levels are approximately 6-8 employees in off season and 15-20 employees during peak season
- Provide consistent formal and informal training and coaching for outside staff (cart attendants)
- Assist with scheduling outside staff
- Monitor labor to ensure compliance with budgeted labor dollars

SCHEDULE: Full-time, approximately 35-40 hours. Shifts will vary during the week based on operational demands.

PAY: \$10.00 hourly

EDUCATION and/or EXPERIENCE: High School diploma or G.E.D. equivalent required. Basic managerial skills strongly preferred. Must be able to provide necessary feedback to front line staff and provide consistent coaching to a variety of staff members. Employee must have strong interpersonal skills that allow him/her to engage the membership, manage situations involving conflict, and be able to complete responsibilities without direct supervision. Basic golf knowledge preferred. Computer and strong customer service skills required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to sit and/or stand for lengthy periods of time and walk. The employee is regularly required to lift/move up to 50lbs unassisted. Employee is also required to stand and reach with hands and arms and regularly use hands and fingers.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions.

EQUIPMENT/SOFTWARE USED: Golf Cart, Range Picker, and Ball Washer.

DRIVING REQUIREMENTS: Must be at least 18 years old to drive motor vehicles (16 with valid license for carts). If driving company vehicles, must maintain acceptable driving record.