



## Position Description

The Position Description (PD) provides a complete and accurate description of duties and responsibilities assigned to the position(s). The PD is used to classify the position, as a basis for establishing evaluation standards and to determine selection criteria for filling a vacant position. The foregoing PD is not all-inclusive of the duties to which the employee may be assigned. To ensure maximum flexibility and efficiency, employees will be assigned additional duties as are deemed necessary by Santa Ana Golf Club, Inc.

<b><u>Position Title</u></b> Assistant Golf Professional	<b><u>Department</u></b> Santa Ana Golf Club/Twin Warriors Golf Club	
<b><u>Physical Work Address:</u></b> 288 Prairie Star Road/1301 Tuyuna Trail Santa Ana Pueblo, NM 87004	<b><u>Manager/Supervisor:</u></b> Head Golf Professional	<b><u>Status:</u></b> Non-Exempt Full-Time

**1. GENERAL POSITION DESCRIPTION:**

Under the direct supervision of the Head Golf Professional, the Assistant Golf Professional provides all aspects of customer service to guests and maintains communications with a variety of employees in all departments to ensure proper operations and procedures are performed in our daily golf operation.

**2. MINIMUM QUALIFICATIONS:**

High school graduate or GED certified. Minimum of one-year previous experience in golf course operations required. Passed PGA of America Player Ability Test and intention in enrolling in the PGA of America Professional Golf Management Program. Must possess valid Class D driver’s license upon date of hire and maintain validity throughout employment at SAGC.

**3. KNOWLEDGE REQUIRED:**

- Daily golf course operations
- Basic computer skills including Excel, Word, and point-of-sale software.
- Basic rules of golf, golf etiquette and fundamentals of the golf swing.

**4. SKILLS/ABILITIES REQUIRED:**

- Communicate proficiently with employees and guests using clear and professional language via telephone and in person.
- Writing and typing skills for flyers, notice to competitors, and other documents via e-mail, facsimile and memorandum communication.
- Maintain a credible golf game for representing our company in casual rounds with our guests and local/regional competitions.

- Ability to develop and maintain positive working relationships with employees and guests.
- Operate point of sale computer and accurately collect and exchange currency, checks and other forms of payment for products purchased and services rendered.
- Use two-way radio and headset for communications with other employees.
- Operate golf carts and associated GPS computers.

## **5. DUTIES AND RESPONSIBILITIES:**

- Greet all guests, answering all questions, in a polite and friendly manner. Anticipate their needs and thank each guest for their business.
- Provide direction and information to guests as required.
- Have a working knowledge of internal procedures of the Pro Shop, Outside Services, and Starter duties.
- Perform general opening and closing duties as outlined in the internal procedures of the Pro Shop.
- Devote a reasonable number of hours to playing golf and providing instruction to our guests to enhance their experience.
- Appropriately communicate with Outside Services, Maintenance, other Pro Shop staff, Starters, and Marshall, to provide an optimal experience for our guests.
- Assist the 1<sup>st</sup> Assistant Golf Professional/Tournament Coordinator, Head Golf Professional, and/or General Manager as needed for the setup, delivery, and conclusion of golf tournaments.
- Show continued progress toward Class A accreditation with the PGA of America, and maintain said status throughout employment with SAGC, Inc.
- Maintain a clean, safe work environment.
- Operate point of sale computer and accurately collect and exchange currency, checks and other forms of payment for products purchased and services rendered.
- Use two-way radio and headset for communications with other employees.
- Operate golf carts and associated GPS computers.
- Be familiar with other departmental operational procedures and locations for assisting guests.
- Manage and coordinate projects with fellow employees.
- Perform other duties as assigned by the General Manager, Head Golf Professional, or 1<sup>st</sup> Assistant Golf Professional/Tournament Coordinator.

## **6. SUPERVISORY RESPONSIBILITIES**

  X   NO, the position does not directly supervise others.

## **7. MACHINERY, TOOLS, AND EQUIPMENT:**

- Golf carts
- Office equipment, including a calculator, telephone, cell phone, two-way radio, headset, public address system, and microphone.
- Basic computer skills, including Word & Excel.
- Ability to learn GPS computer system and POS system.

## **8. LICENSES, REGISTRATION OR CERTIFICATIONS REQUIRED:**

- Valid Class D Driver's License upon hire. Must maintain throughout employment with SAGC, Inc.
- Acceptable progress through Levels I, II, and III of the PGA/PGM 2.0 Apprentice Program.

## **9. LIST ANY LAWS, RULES, REGULATIONS, STANDARDS, CODES, OR OTHER REGULATORY GUIDES USED IN PERFORMING THE POSITION.**

- PGA of America Constitution (Code of Ethics).