

CITY OF HAMILTON

HEALTHY AND SAFE COMMUNITIES DEPARTMENT (RECREATION DIVISION - SPORT SERVICES UNIT - LOCATION – KING’S FOREST & CHEDOKE GOLF COURSE)

GOLF PROFESSIONAL

SUMMARY OF DUTIES

Under the direction of the Supervisor, Golf Services, the Golf Professional is responsible for activities pertaining to the co-ordination of golf services, instruction programs, development programs, tournaments, and league play for all three civic golf courses. Responsibilities also include direction of support staff which includes contract, part-time and volunteers, customer relations, promotion and administration services within the Pro Shop.

GENERAL DUTIES

Leads the creation and execution of instructional golf programs and clinics. Plans and implements tournaments and leagues.

Assists in the daily management of tee sheets and reconciliation of guest rounds and charges.

Provides daily direction to Golf Shop Attendants and Golf Course Volunteers including the recruitment, training, coaching and scheduling of staff.

Assists with the purchasing, receiving, distribution and inventory control of golf merchandise and required equipment related to the pro-shops.

Responds and assists with on-site emergencies (incidents and accidents) during regular play or tournaments.

Assists with the monitoring and upgrading the public handicap system provided by the Ontario Golf Association.

Provides a proactive role in customer relations, focusing on sensational service while problem solving and addressing customer concerns and requests.

Attends regular meetings with representatives of user groups, and Liaison Committee. Communicates facilities objectives and provides appropriate information.

Assists with the preparation and proofing of materials related to the marketing of programs.

Completes administrative duties in a timely manner (e.g. attendance, incident/accident reports, reconciling daily cash balance-sheets, opening and closing procedures).

Assist the Manager, Sport Services with the development and implementation of policies and procedures.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Demonstrated experience and thorough knowledge of the duties listed above normally acquired by obtaining a three-year Community College Diploma in Golf Management or related field. Class A Member of the Canadian Professional Golfers Association.
2. Demonstrated previous knowledge regarding golf services at a Golf Course including retail experience.

3. Ability to work irregular hours, evenings and weekend work required. May be required to work outside in inclement weather, particularly when supervising tournaments, clinics and fleet coordination. Have on-call duties during golf season.
4. Demonstrated experience in the scheduling of seasonal staff and volunteers.
5. Adept at enforcing rules, ensuring that accurate tee times and play profiles are maintained. Must be able to identify problems and respond in a timely fashion.
6. Ability to carry out responsibilities with minimal supervision; initiative necessary to perform successfully. Deals with customers and their concerns.
7. Experience in a computerized environment. Working knowledge of Word, Excel, retail point of sale software and database software.

Must possess and maintain current certification in "Standard" First Aid with CPR Level "C". (This must be clearly identified on your resume.) All "Standard" First Aid certificates must be issued by a training agency recognized by the Workplace Safety Insurance Board (WSIB). Please refer to the WSIB website www.wsib.on.ca for approved providers. At time of assessment (which could be as early as days after the posting closes), you will be asked to provide "proof" that you possess the required certificate(s).

8. Must have a valid Class "G" Driver's Licence and provision of a vehicle for use on the job.
9. Demonstrated coaching, leadership and team-building skills along with demonstrated decision making and problem-solving skills dealing with challenging situations.
10. Knowledge of:
 - Occupational Health and Safety Act and Regulations including WHMIS Legislation.
 - Employment Standards Act and Ontario Human Rights Code.
 - Municipal By-Laws, Smoking and Alcohol Policies.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
