

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
FACILITY MANAGEMENT AND CAPITAL PROGRAMS SECTION
CORPORATE ASSETS AND STRATEGIC PLANNING DIVISION

SUPERVISOR GOLF SERVICES

SUMMARY OF DUTIES

Under the direction of the Manager of Sports & Entertainment Facilities, this position is responsible for all activities pertaining to the co-ordination of golf & food services, programs and tournaments, and league play for all three civic golf courses. Responsibilities also include supervision and administration related services with the Golf Operations and Pro Shop & Food Services.

GENERAL DUTIES

The Supervisor of Pro Shop & Food Services / Golf Professional, must foster a positive, viable vision in the minds of his staff which will create a positive work atmosphere.

Provides camps and clinics to groups as part of base duties.

Ensures quality and consistency of guest services by other staff members.

Provides input and assists with budget preparation specific to revenue and expenses, related to the provision of golf services, including the Golf Shop.

Trains part-time staff and volunteers; monitors and evaluates their performance and provide supervision.

Responsible for scheduling and Supervision of Golf Shop Attendants, Guest Services Attendants, Pace Watcher Guides and Player Assistants, Chef Cooks, Short Order Cooks and Club House Servers.

Assists for all purchasing, receiving, distribution and inventory control of golf & Food supplies and required equipment.

Provides input into marketing and promotion of golf services and programs. Works with the Manager of Sports & Entertainment Facilities to develop and provide golf & Food services that are consistent with the facilities' overall mandate.

Provides direction, leadership and co-ordination of teamwork; motivate and encourage staff to achieve high levels of performance and productivity; foster a work environment which supports customer service, innovation and quality of service. Recommend and develop new work procedures and technological change to improve work efficiencies.

Monitors and evaluates overall operation of golf programs, clinics, league play, rentals and food services.

Develop and monitor procedures for inventory, training, accountability and maintenance of equipment related to Pro Shop & Food Services.

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

Reconciles daily cash balance sheets and part-time staff timesheets.

Supervises and monitors volunteer & Players Assistant Programs.

Supervises tournaments as required and responds to situations or concerns arising from these. Responds to customer comments / complaints to alleviate concerns.

On call to deal with any contingency problems which may arise throughout normal operating hours.

Responsible for monitoring and upgrading the public handicap system provided by the Ontario Golf Association.

Maintains consistency and standards of customer service throughout the golf & food operation. Interchanged between golf courses daily.

Performs other duties as assigned which are directly related to the operation of the Golf Courses.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Prepares documents and report for the Manager of Sports & Entertainment Facilities, including member pay type and category summaries.

Maintains confidentiality with sensitive corporate matters as required.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton department and corporate policies and procedures.

Understand the long term-objectives of Golf Operations and ensure that you have a goal oriented approach.

Make recommendations and find solutions to reduce costs, increase efficiencies and ensure increased revenues for Golf Operations.

Assist the Manager of Sports & Entertainment Facilities with the development and implementation of policies and procedures.

QUALIFICATIONS

1. Sound 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 knowledge and ability supervising and directing golf operations at a Golf Course. Retail experience an asset.
3. Ability to work irregular hours, evenings and weekend work required. Makes routine inspections of storage areas and 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. Ability to provides direct supervision to Golf Shop & Food Services staff and Volunteers. Coordinates schedules and assigns tasks.
5. Ability to ensures that accurate tee times and play profiles are maintained. Failure to keep information accurate can result in delays, backups and unacceptable pace of play. 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. Work requires some initiative. Must use entrepreneurial approach to doing business, while still working to achieve corporate goals and objectives.
8. Experience in a computerized environment. Working knowledge of Word, Excel, retail point of sale software and database software.
9. Class A Member of the Canadian Professional Golf Association.
10. High Five Training would be an asset.
11. First Aid Training would be an asset.
12. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision making and problem solving skills dealing with challenging situations.
13. 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.
- Insurance Advisory Council Regulations
- Ontario Disabilities Act
- Food Handling

THIS POSITION REQUIRES A VALID CLASS “G” DRIVER’S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

NOTE 1:

As a condition of employment, the successful applicant(s) will be required to obtain a satisfactory Criminal Reference Check or Vulnerable Sector Screening, at their own expense, prior to beginning work in this position.

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