

PARAGON CASINO RESORT

Job Description

GOLF OPERATIONS MANAGER

Department:	Tamahka Trails	Reports to:	Director of Golf
Job Code:	MGR08	License:	Gaming
Position Code:	MGR063	Costing:	450 4500 4501
Pay Grade:	E8	Date:	02/20/13
EEO-1 Code:	1.2		

SUMMARY:

Responsible for the implementation of all club rules and regulations. Supervises and trains all golf staff personnel, and oversees collection of fees, inventory control and displaying merchandise for the Tamahka Trails Golf Course; including but not limited to overall operational strategy of golf operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Enforces Club policies regarding members and guests proper care of golf course and golf carts.
- Responsible for scheduling of Tamahka Trails pro shop attendants, cart staff and marshals.
- Responsible for the coordination, scheduling and review of annual evaluations.
- Provides training and gives feedback to Pro-Shop Personnel, POS operation.
- Organizes adequate staffing levels in the department, by interviewing, selecting, training, scheduling, evaluating, promoting, disciplining and terminating associates, as needed.
- Supervises basic Pro Shop activities: tee time reservations, checking in Golfers, coordinating with the marshals and outside staff.
- Assists in accounting issues regarding Pro Shop transactions, verifies sales reports.
- Produces and submits purchase requests.
- Assists with administering Handicap program.
- Conducts staff meetings and communicates company information to golf personnel.
- Monitors golf merchandise sales to ensure profitability.
- Responsible for sales analysis and development of annual merchandise buying plan.
- Suggests and executes strategies to increase rounds and participation including phone calls, course visits, representation of Tamahka at trade shows, direct mail and e-mail drives.
- Books and organizes golf tournaments and golf groups.
- Communicates with Hotel and/or Convention Sales with setting up hotel / golf packages for golf

outings.

- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY RESPONSIBILITIES: Directly supervises the Assistant Golf Professional, Pro Shop Attendants, Cart Staff and Marshals.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) required, some college preferred. Minimum of five (5) years’ experience managing Golf Course operations including supervisory experience or an equivalent combination of education and/or experience.

Qualifications: Pro Shop operations, tournament administration, merchandise sales and display, handicapping and golf rules and etiquette experience preferred. Working knowledge of Microsoft Word, Excel and previous point of sale system experience.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read, analyze, and interpret written instructions, schedules and diagrams. Must be able to write clear and concise correspondence. Phone communication skills must be excellent.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply complex functions and standard double entry accounting procedures.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and define instructions.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle or feel objects, tools, or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch, or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.