

City of Beaver

Job Description

Title:	Clubhouse Manager	Code:
Division:	Golf	Effective Date: 11/2019
Department:	Parks & Recreation	Last Revised: 08/2025

GENERAL PURPOSE

Performs a variety of **working level, semi-professional and technical duties** related promoting, facilitating, and developing golf within the community; assists in the operation and management of the golf pro shop.

SUPERVISION RECEIVED

Works under the general direction of the City Manager.

SUPERVISION EXERCISED

Assists in providing supervision to cashiers and other staff at the clubhouse.

ESSENTIAL FUNCTIONS

Assists in the management of the facility and staff; assists in the operation of the golf shop. Supervises and trains golf shop staff; participates in scheduling; evaluates part-time staff and makes recommendations effecting retention, advancement, discipline and termination.

Provides ongoing customer service to the golfing public; schedules tee times, collects fees, announces turns on the tees, sells range balls, assists with merchandise sales and service, and provides general information to the calling and walk-in patrons; monitors and records play results, calculates handicaps, verifies winners, etc.

Performs general financial record keeping related to fees collected, cash register balances, credit card transactions, etc.; performs day-end closing-out procedure to properly account for revenues and receipts performs inputting of daily records and inventory into computer files; may prepare various reports illustrating course activities, patronage, finances, inventory, etc.

Performs opening and closing of course activities; unlocks facilities, prepares worksheets and tee time start sheets, assures readiness of golf carts and stocks merchandise and operating supplies; assists in the supervision of all part-time shop personnel, i.e., starters and related personnel; insures adequate scheduling of employees; assists to maintain payroll and personnel files.

Assists to organize and manage special events and tournaments as needed to promote the game of golf and community recreation opportunities; assists with tournament operations such as scheduling, accepting applications and registrations, receiving fees, coordinating food, scoring, disseminating rules.

Customer Service: Provides quality customer service by providing timely and accurate information to the public; portrays a positive public image and works with the public and other employees in a courteous and professional manner.

Responds to customer complaints; assures customer satisfaction; answers inquiries and directs visitors; assists customers with purchases, rentals; collects green fees and fees for season or quarterly passes; maintains an accurate record of all transactions.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. Education and Experience:
 - A. Graduation from high school; plus, specialized course work related to basic business management, bookkeeping, merchandizing or related field;
 - AND
 - B. Two years' experience performing above or related duties;
 - OR

C. An equivalent combination of education and experience.

2. Required Knowledge, Skills, and Abilities:

Working knowledge of USGA rules, handicap, course rating system, regulations, codes and ethics governing professional golf; various types of golf equipment; course conditions essential to prime golf play; golf terminology; game scoring and handicap computation; principles and practices related to course management and supervision; procedures necessary to organize and conduct tournaments; interpersonal communication skills. **Some knowledge of** basic budget development, principles of supervision; interpersonal communication skills.

Ability to plan, organize, and direct play and instruction on a golf course; communicate effectively, verbally and in writing; establish and maintain effective working relationships with city employees, public officials, and the public.

3. Special Qualifications:

Maintains adequate First Aid and CPR training.
Maintains current food handlers permit.

4. Work Environment:

Incumbent of the position generally performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, generally involving some muscular strain, such as walking, standing, stooping, sitting, reaching, etc. Talking, hearing and seeing essential to the performance of the job. Potential for moderate fatigue resulting from lengthy standing. Common eye, hand, finger dexterity required. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I, _____ (Print Name), have reviewed this job description.

Signature

Date