



Golf Pro Manager

Department: Golf Course **Reports to:** Director of Parks & Recreation

Summary: Under general supervision, manages the operations of the Ratliff Ranch Golf Links for the Parks and Recreation (P&R) Department; oversees golf course maintenance, and manages operations of the pro shop, special events, and tournaments.

Essential Functions: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Manages the Ratliff Ranch golf programs to meet community needs; assures that golf program activities are provided in alignment with City's goals, and within fiscal constraints; maintains a level of service to keep pace with customer needs and requests.
- Manages and evaluates the operations and maintenance of golf course and related assets; assures that facilities are clean, safe, secure, and in compliance with state and Federal regulations and City standards.
- Plans, manages, and promotes golf programs and tournaments; develops marketing and advertising plans to effectively deliver golf programs and recreation services to residents and guests.
- Manages staff, develops priorities, and assigns tasks and projects; trains staff, and conducts performance evaluations; meets regularly with staff to discuss golf programs, promotions, resource allocation, workload, priorities, equipment, customer service, and technical issues.
- Manages the golf course maintenance operations to assure a healthy and manicured golf course.
- Manages administrative functions, including budget, contracts, purchasing, operational reports, vendor relations, and customer service issues.
- Manages merchandising, purchasing, pricing, display, and inventory control for golf shop merchandise; develops programs to grow golf course revenue; monitors restaurant to verify client needs are met.
- Conducts group and individual golf lessons and clinics; provides professional instruction to golfers on proper form, technique and selection of appropriate equipment; plans and manages player participation programs; provides technical advice on the rules of golf.
- Provides information, instructions, and assistance to the public; manages public relations efforts with advocates, advisory groups, and community organizations.
- Greets golf course guests and provides prompt, courteous, and friendly customer services; responds to requests for information, and explains City rules, policies, and procedures.
- Promotes and enforces safety rules and regulations and P&R policies.

- Must have and maintain a cell phone for City use to hold this position.
- Supports the departmental operations with regular and timely attendance.
- Supports the relationship between the City of Odessa and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

Minimum Qualifications:

Education, Training and Experience Guidelines: Bachelor's Degree in Business Administration, Recreation Management, or related field; AND five years' experience in golf course management and retail merchandising, including supervisory experience.

Knowledge of:

- State and federal laws governing parks and public recreation facilities.
- Policies, rules, and regulations governing the conduct and safety of public recreation programs.
- Rules, regulations, player responsibilities, sportsmanship, etiquette, and traditions of the game of golf.
- Techniques and practices for efficient and cost effective management of resources.
- Accounting and budgeting practices in a governmental agency.
- Principles of marketing and organizing sports competition and tournaments.
- Sports merchandising, sales psychology, sports fashion trends, and golf equipment trends.
- Golf course and turf maintenance principles and techniques.
- Environmentally responsible and resource-efficient grounds and facilities maintenance techniques.

Skill in:

- Evaluating and interpreting golf course operations, program results, and participation measures.
- Using initiative and independent judgment within established procedural guidelines
- Developing and implementing strategies to improve revenue in public recreation programs, including methods for planning sports competition and tournaments.
- Interpreting customer needs and solving customer service and public relations issues.
- Monitoring operations and assuring golf course facilities are properly and safely maintained.
- Managing staff, delegating tasks and authority, and coaching to improve staff performance.
- Playing the game of golf, and instructing all phases of the game to others.
- Establishing and maintaining effective relationships with co-workers and clients.
- Operating a personal computer utilizing standard and specialized software.
- Effective verbal and written communication.

License and certification requirements: A Texas State Driver's License is required. Certification as a Class A member of the Professional Golf Association (PGA) is required.

Physical demands and working environment: Work is performed on the golf course and in an office environment.

READY TO JOIN OUR TEAM?

Application Instructions: Please apply through our website at www.odessa-tx.gov/jobs. If you have any questions about the job or benefits, please contact Elaine Carrasco at (432) 335-4156 or ecarrasco@odessa-tx.gov.

Salary and Generous Benefits: This position earns a competitive salary, depending on qualifications and experience. Excellent benefits eligibility include:

- Medical, Dental, Vision
- Paid Life Insurance
- Stable Retirement with Texas Municipal Retirement System (TMRS) (www.tmrs.com)
- 457(b) Deferred Compensation Plans with tax benefits
- 12 Paid Holidays
- Unlimited Paid Time-Off (PTO)
- Free Health Clinic, no co-pay
- Free Fitness Center, 24/7-hour access
- Employee Credit Union membership
- Longevity Pay
- Tuition Reimbursement Program
- and much more

About the City of Odessa

Founded in 1881 as a water stop and cattle-shipping point on the Texas and Pacific Railway, Odessa is a truly vibrant city in western Texas, midway between El Paso and Dallas, that still retains its cowboy spirit. Whether our local cuisine, the thriving arts scene, vibrant festivals held at Noel Heritage Plaza, a working recreation of William Shakespeare's Globe Theatre, the second-largest meteor crater in the United States, or our hardworking citizens, we have a lot to be proud of.

About Ratliff Ranch Golf Links

Ratliff Ranch Golf Links (www.ratliff ranchgolfodessa.com) offers a Scottish style links course with rolling hills and unique elevation changes. The course is situated on 125 acres and offers enjoyable golf combined with beautiful views of the surrounding West Texas plains. Offering 4 different sets of tees ranging from 4,914 to 6,957 golfers of all abilities.