

CITY OF CHATTANOOGA

Classification Specification Title: Golf Operations Coordinator

Department: Parks and Outdoors

Pay Grade: GS.09

Supervision Received From: Manager Golf Courses

FLSA Status: Exempt

Supervisory Responsibility For: Golf Assistant

Established: 7/1/17

Revision Dates: 4/2/25;

3/13/25; 10/20/23; 1/12/23

CLASSIFICATION SUMMARY:

The purpose of this classification is to manage operations of the Pro Shop, including coordinating marketing and special events for the golf course and performing related administrative duties. Position is responsible for the programming at the courses as well as the collection of revenue received from operations.

SERIES LEVEL: This is a stand alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; interviews and selects new employees; conducts training activities.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.

Ensures compliance with all applicable laws, rules, regulations, standards, policies and procedures; ensures proper conduct of customers; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees, customers, and other individuals; initiates any actions necessary to correct deviations, violations, or problem situations.

Develops and implements policies and procedures.

Performs administrative tasks; assists with budget development and administration; develops and/or approves work schedules to ensure adequate coverage; approves leave requests.

Oversees Pro Shop and Snack Bar activities and operations. Serves as liaison to golfers; promotes positive customer relations.

Oversees and performs customer service functions; provides information and assistance regarding Pro Shop or Golf Course Division facilities, services, merchandise, reservations, policies, procedures, fees, or other issues.

Responds to complaints and questions related to department activities or operations; provides information, researches problems, and initiates problem resolution. Plans, organizes, and directs golf tournaments, corporate outings, private parties, or other events.

Provides cash management for point of sale computerized cash management network system; completes or reviews bank deposits; reviews daily cash receipt reports. Maintains computerized tee time reservation system using database management software.

Oversees and conducts Pro Shop and Snack Bar merchandising activities, including receipt of merchandise shipments, setup of merchandise displays, planning/selection of merchandise, pricing of merchandise, and computer entry of inventory, pricing, and sales data.

Maintains inventory of department equipment, merchandise, and supplies; ensures availability of adequate inventory levels to conduct work activities; initiates requests for new/replacement items; participates in conducting annual inventory counts.

Supervises and assists with cleaning/maintenance activities; supervises cleaning of Pro Shop, clubhouse, porch, grills, and other areas; supervises repair of golf carts; monitors golf cart usage; assists in maintaining driving range conditions.

Prepares or completes various forms, reports, correspondence, work schedules, bank deposit forms, tee time sheets, cash collection reports, merchandise pricing sheets, inventory reports, cost of goods sold reports, purchase vouchers, expense reports, accident reports, performance appraisals, employee counseling forms, or other documents.

Receives various forms, reports, correspondence, work schedules, reservation reports, daily transaction reports, shift closing reports, inventory reports, employee records, policies, procedures, rule books, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, point of sale cash management system, e-mail, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Operates various equipment associated with Pro Shop or Golf Course Division operations; operates a golf cart to monitor golf course; operates a cash register to make point of sale entries or retrieve financial reporting data; operates standard office equipment such as a copy machine, fax machine, printer, calculator, or telephone.

Communicates with director, employees, other departments, customers, the public, vendors, sales representatives, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new trends and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

Provides assistance or backup coverage to other employees; performs duties of proshop clerk, golf course ranger, or other positions as needed.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

May be assigned or reassigned to any location within the department.

Performs other related duties as required.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in Sports Facility Management, Business Administration, or closely related field; supplemented by three (3) years previous experience and/or training that includes customer-based retail facility management, pro shop operations, customer service, cash management, and supervision/management; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships. Human Interaction: Requires the ability to perform in a supervisory capacity over subordinate supervisors. Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information. Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

PHYSICAL DEMANDS:

Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.
Sensory Requirements: Some tasks require the ability to perceive and discriminate depth and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT:

Performance of essential functions may require exposure to adverse environmental conditions, such as humidity, temperature extremes, machinery, traffic hazards, or bright/dim light.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.