



**Job Description:** Manager of Golf Operations

**Reports To:** Facilities Director

**Classification:** Full Time, Exempt

**Supervises:** Golf Operations Staff

***First Tee Pittsburgh is a 501(c)(3) non-profit organization whose mission is to impact the lives of young people by providing educational programs that build character, instill life enhancing values and promote healthy choices through the game of golf.***

First Tee Pittsburgh creates experiences that build character to empower kids through a lifetime of new challenges and continuous personal growth. By seamlessly integrating the game of golf with a life skills curriculum, First Tee Pittsburgh creates active learning experiences that build inner strength, self-confidence and resilience that kids can carry to everything they do. These character education programs are offered at golf courses, schools and youth centers throughout the Western PA Region

### **Position Summary**

The Manager of Golf Operations works directly with the Assistant Managers of Golf Operations and the Facilities Director to further the mission of First Tee Pittsburgh. He/She will ensure the Golf Operations staff provides "best in class" customer service while creating and executing initiatives that drive the financial success of the Bob O'Connor Golf Course and Arnold Palmer Learning Center.

Duties include managing the golf shop staff, managing budgets; ensuring the safety of staff, customers, participants and volunteers; and building alliances with community partners and facilities.

### **Key Criteria for success of the role include:**

- Unwavering commitment to the mission of First Tee Pittsburgh
- Ability to build strong interpersonal relationships and community connections
- Ability to anticipate the needs of customers and staff.
- Exceptional communication skills, in both group and individual settings
- Excellent time management skills, organizational skills and prioritization skills with a proven ability to meet deadlines

## **Essential Duties and Responsibilities:**

### **Leadership and Management:**

#### Golf Operations:

- Work cooperatively with the Assistant Managers of Golf Operations and the Facilities Director to hire, train, supervise and retain all Golf Operations staff
- Ensure Golf Operations staff are meeting or exceeding operations guidelines and expectations
- Provide supervision, coaching and development opportunities to direct report staff
- Update job descriptions for direct report staff as needed
- Oversee and lead the purchase, display and sale of all Golf Shop merchandise, with strong emphasis on enhancing sales metrics and profitability
- Create attractive visual merchandise displays that drive impulse buys
- Create and implement strategic initiatives for revenue generation

### **Administrative:**

- Assist in developing and adhering to the Golf Operations budget
- Ensure that all employees have completed SafeSport requirements before they begin working or interact with participants
- Ensure Golf Operations payroll records are correctly recorded and maintained
- Work with the Assistant Managers of Golf Operations and the Facilities Director to ensure timely website and social media communications
- Quarterly reporting on revenue generation

### **Qualifications**

- Bachelor's degree or higher, in Business Administration, Hospitality, Golf Course Management or similar
- Minimum three years of experience managing, overseeing and supervising teams of employees and/or volunteers
- Golf-Specific software proficiency in point-of-sale systems, specialized software for tracking sales, software for booking tee times, and Trackman golf simulator systems
- General knowledge of websites and social media with the technological ability to update our current website and make social media posts on a variety of platforms
- General knowledge of sports and enthusiasm for golf
- Excellent time management, organizational and prioritization skills with a proven ability to meet deadlines
- Ability to follow through and follow up; ability to share thoughts and observations
- Keen attention to detail and efficient, creative problem-solving skills
- Excellent, transparent, and inclusive communication and interpersonal skills, including the ability to speak diplomatically with all levels of employees, guests,

vendors and team members and who consistently treats others equitably and with respect

- Display and model charismatic, personable and motivational behaviors while working with a variety of team members
- Well-organized and energetic, lead-by-example doer, committed to personal excellence
- Knowledgeable professional but also an avid and enthusiastic learner willing to ask questions and pursue professional development for self as well as staff and volunteers, fostering an active culture of philanthropic service and teamwork
- Support organization's mission with a sensitivity of cultural diversity and workplace harmony
- Ability to pass and maintain in good standing SafeSport compliance and secure Act 34 and 151 clearances
- Have a valid PA driver's license, automobile insurance, and the ability to reliably get to all programming/events.
- Ability to comfortably stand or walk for long periods of time

### Working Conditions

- Ability to work the hours necessary to complete the work
- Ability to lift up to 50 lbs.

### Apply

- Please submit a cover letter and resume detailing your experiences related to the position to [pcoultas@firstteepittsburgh.org](mailto:pcoultas@firstteepittsburgh.org)

### Salary Range and Job Type

\$40,000-\$45,000 annually

Health, Dental, Vision, and 401K benefits

Full Time, Exempt

#### **Equal Employment Opportunity Statement:**

First Tee Pittsburgh is an equal opportunity employer, valuing diversity and inclusion. Our policy is to comply with all federal and/or state laws regarding equal employment opportunity as they relate to employees and applicants for employment. Accordingly, personnel decisions are made without regard to race, creed, color, religion, national origin, age, sex, disability, marital status, sexual preference or veteran status.