



TOWN OF WESTBOROUGH MASSACHUSETTS

ASSISTANT TOWN MANAGER
Kimberly Foster

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Employment Opportunity WESTBOROUGH GOLF CLUB GOLF MANAGER Westborough Recreation Department

The Town of Westborough seeks qualified candidates with talent, energy, and enthusiasm for the position of Golf Manager of the Westborough Golf Club, a nine-hole municipal golf course founded in 1921.

The Golf Manager supervises day-to-day operations of all facets of golf operations including golf play, golf cart and golf shop services and manages up to 20 subordinate seasonal employees. This is a permanent, full-time position that reports to the Recreation Director.

Applicants shall possess at least 3 years of experience in golf course operations including supervising, merchandising, planning and teaching; a bachelor's degree from a four-year college or university; or equivalent combination of education and experience. Class A – PGA Member Pro preferred. Must have a valid Massachusetts driver's license. The full job description is attached. The Town anticipates an early January 2021 employment start date for the successful applicant.

The anticipated hiring range for this salaried position is \$59,445 - \$69,864 annually, DOQ; the maximum salary range for the position is \$80,241. Interested applicants should submit a resume to Kimberly Foster, Assistant Town Manager, 34 West Main Street, Westborough, MA 01581 or email via jobs@town.westborough.ma.us. Review of applications will begin October 14, 2020 and the position will remain open until filled.

Go to westboroughgolfclub.com to learn more about the Westborough Golf Club.

The Town of Westborough is an Equal Opportunity/Affirmative Action Employer.



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Job Title: Golf Manager	Reports To: Recreation Director
Department: Recreation	Job Code: H-4
Location: Westborough Golf Club	Hours per week: 40
Revised:	FLSA Status: Exempt

Summary: Responsible for managing the golf operations of the Westborough Golf Club municipal golf course including planning, staffing, organizing, directing, and coordinating golf operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements 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.

Implements policies and procedures of the golf course, develops work schedules, establishes priorities, reviews and adjusts schedules for tournaments and greens fee play.

Supervises day-to-day operations of all facets of golf operations including golf play, golf carts, and golf shop services.

In consultation with the Recreation Director, conducts recruitments and makes hiring recommendations; oversees training of subordinate staff and conducts performance evaluations, supervision and discipline for all subordinate staff. Oversees payroll processing for golf course staff.

Enforces all rules and regulations governing golf course usage, including supervision of the golf registration system, starting, monitoring of play, golf carts, locker rooms, and administration of the handicap program and fees.

Organizes all tournaments, golf instruction, clinics, golf schools, and golfer development programs for all customer segments. Provides and/or coordinates golf instruction classes as a component of the Westborough Recreation Program.

Coordinates contractual services including maintenance of golf club.

Coordinates with the Maintenance Superintendent the activities on the golf course for maximum utilization of tee times, consistent with maintenance standards necessary to ensure a quality playing experience.

Meets, greets and welcomes prospective customers and patrons and maintains close working relationships with municipal employees and departments as well as promoting a professional image with the community.

Maintains and oversees a profitable merchandise concession including cash systems and controls, inventory, and display of merchandise in the golf shop.

Compiles information on market competition for comparison and development of innovative functions, programs, and events. Maintains visibility of golf course in Westborough and the area golf community.

Assists in the development of and coordinates distribution of golf marketing initiatives including use of promotional materials, social media and e-commerce, new and renewal of golf memberships, daily greens fee play, yield management of golf information system, and outside events.

Assists in preparation of budget, including forecasting and review of all golf revenues and expenses, and submission of funding proposals to Town officials.

Responsible for all Golf Club expenditures, as well as the receipt of Golf Club-related funds and property in accordance with federal, state and local laws and ordinances.

Coordinates and ensures all written and electronic correspondence, reporting, newsletters, and website communications are consistent with high professional standards.
Performs similar or related work as required, directed or as situation dictates.

Supervisory Responsibilities: Manages up to 20 subordinate seasonal employees at the Westborough Golf Club. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Participates in interviewing, hiring, and training employees; is responsible for planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education and/or Experience: Bachelor's degree from a four-year college or university and at least 3 years' experience in golf course operations including supervising, merchandising, planning and teaching; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations: Class A – PGA Member Pro preferred; Membership in the PGA of America Association preferred. Must have a valid Massachusetts driver's license.

Other Skills and Abilities: Thorough knowledge of the rules of golf and golf course management. Knowledge of tournament organization. Ability to supervise, evaluate and motivate golf course staff. Ability to organize, schedule and coordinate work processes. Ability

to communicate effectively verbally and in writing. Ability to analyze organizational needs and develop solutions. Ability to teach the game of golf to children, adults, seniors, and people with disabilities. Ability to maintain positive public relations. Excellent organizational and communication skills. Excellent customer service skills. Experience in the use of technology for golf course management and marketing.

Other Qualifications: Must be available during course hours of operation.

Physical Demands: The physical demands described here are representative of those that must be met by an employee 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 employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit, run and taste or smell. The employee must regularly lift and /or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing 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 employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Prepared By: Assistant Town Manager	Date: September 17, 2020
Recommended by Town Manager	Date: September 22, 2020
Approved by Board of Selectmen	Date: September 22, 2020