

ASSISTANT GOLF COURSE AND SWIMMING POOL MANAGER
(City of Rye)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Golf Course and Swimming Pool Manager, an incumbent of this position assists in the supervision of the day-to-day operation and maintenance of a golf course and swimming pool operated by the City of Rye as a municipal enterprise. The facility is supported by membership fees and sales and receives no tax support from the City of Rye. The incumbent participates in the daily business operations, supervision of maintenance projects and long-term planning of the golf course and swimming pool facilities in close partnership with the Golf Course and Swimming Pool Manager. The incumbent must exercise independent judgment in responding to and resolving complaints and disputes from staff, members, guests, or the public and maintain good public relations, notifying the supervisor of issues only when escalation is necessary. Supervision may be exercised over subordinate personnel and seasonal staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Assists in the organization and administration of recreational activities at the pool facility and golf related events on the golf course;

Assists with inspecting the golf course, swimming pool, building facilities, golf shop, and other high traffic areas for cleanliness, presentation, and the need for maintenance or repair;

Assigns personnel to maintenance projects at his/her discretion or at the request of the Golf Course and Swimming Pool Manager and assists in the supervision of the painting and repairing of the buildings, equipment and facilities by maintenance personnel;

Resolves issues related to service with contractors as needed or as directed by the Golf Course and Swimming Pool Manager and assists with maintaining a professional working relationship with the contractors including the golf professional and caterer;

Assists manager with recording golf course and swimming pool utilization by members and guests, and preparing reports for review by advisory boards, committees, or City administration as needed;

Assists the Golf Course and Swimming Pool Manager with development and implementation of internal and external marketing and communications strategies to develop and/or maintain positive public (external) and member (internal) relations;

Acts as liaison to golf outing directors as it relates to planning and day-of operations for non-member golf outings at the golf club;

Assists Business Administrator with processing all membership applications;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Reviews calendar of events with the Golf Course and Swimming Pool Manager and assists with developing schedules for full time and seasonal staff in order to operate the business efficiently;

Assists in the selection, supervision, and training of seasonal staff for golf operations, facilities maintenance, and swimming pool operations;

Meets and greets new and returning members and assists members with any club related concerns resolving problems as necessary in order to ensure both smooth and efficient operations and good public relations;

Provides tours or orientation programs for new members in assistance to or in place of the Coordinator of Membership Services;

Assists the Golf Course and Swimming Pool Manager with the development of long-term facility improvement plans;

Acts for and on behalf of the Golf Course and Swimming Pool Manager in his or her absence;

May in the absence of the Golf Course and Swimming Pool Manager communicate with the golf course Greenskeeper or Assistant Greenskeeper about golf course maintenance concerns and direct the Business Administrator to prepare payroll reports which the incumbent will review, sign and send to City administrators when satisfactorily completed;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail, and database software including club management software, USGA tournament & handicap program, Adobe Suite, and mass marketing software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of recreation/club management, business operations and facilities maintenance; good knowledge of golf rules and regulations; good knowledge of first aide and health regulations regarding swimming pools; good knowledge of methods used in the provision of customer service; ability to keep simple records and accounts; ability to recognize and recommend the need for repairs; ability to realistically assess resources and facilities; ability to prepare promotional and informational materials; ability to plan and supervise the work of operating and maintenance personnel; ability to establish and maintain cooperative relationships with municipal officials and administrators, municipal boards and commissions, and the general public; ability to deal effectively with people in a supervisory capacity and as patrons of the facilities; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; tact; diplomacy; initiative; honesty; integrity; dependability; courtesy; good judgment; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and two (2) years of managerial or administrative support experience in the operation of a country club, athletic club, or recreation facility such as a golf course, skating rink, etc. which must have included public contact, including or supplemented by one (1) year of supervisory experience.

SUBSTITUTION: A Bachelor's Degree* in Business Management, Business Administration or a closely related field may be substituted for one (1) year of the general experience described above. There is no substitution for the one (1) year of supervisory experience.

SPECIAL REQUIREMENT: At time of appointment, possession of a Certified Pool/Spa Operator certificate (CPO) issued by the Pool and Hot Tub Alliance (PHTA) or the National Swimming Pool Foundation (NSPF). The appointing authority is responsible for verifying and ensuring that the candidate meets these conditions at time of appointment and throughout the course of employment.

*SPECIAL NOTE: Education beyond the secondary level must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.