

Head Golf Professional

Job Description

Position Title:	Head Golf Professional
Division/Department:	Golf Operations
Reports to:	Chief Operating Officer
FLSA Classification & Position Type:	Exempt / Full time
Supervisory Position:	Supervisory
Location:	The Tattersall Youth Development Center at The First Tee Chesterfield Golf Course 6736 Huntingcreek Drive, North Chesterfield, VA 23237

JOB SUMMARY

First Tee – Greater Richmond (FTGR) is a youth development organization that uses the game of golf and its inherent values to shape the lives of young people from all walks of life. We are strengthening the character of the community by providing programs that build resilience in our youth, teach critical life skills, and provide caring adult supervision in a safe environment.

The Tattersall Youth Development Center was originally built in 1999 and in December of 2020 underwent a \$750,000 renovation to maximize the functionality of the clubhouse and youth programming spaces. The renovation included repurposing of the interior of the clubhouse, the addition of a Trackman 4 simulator bay, improved outdoor patio for parents and golf outings, and added programming space. In addition to The Tattersall Youth Development Center, First Tee - Greater Richmond has two other locations: The Elson Redmond Memorial Driving Range in Richmond and Belmont Golf Course in Henrico.

The Head Golf Professional is responsible for implementing an inclusive and friendly atmosphere at the facility in addition to maintaining the highest quality service at all times. This role is also responsible for staff development, hiring, and improvement opportunities in addition to maximizing revenues and managing expenses within the facility budget. Above all, this person will convey First Tee's brand image to all parties in the community – First Tee participants, parents, patrons, teachers, volunteers, and donors.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it

necessarily list all possible duties that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Lead the daily operations of The Tattersall Youth Development Center and foster relationships with members, patrons, First Tee participants, and Chesterfield residents to deliver the facility's vision and inclusive culture.
- Recruit, hire, train, schedule, and supervise all golf operation staff which includes: full-time golf professionals, part-time golf shop employees, cart & range attendants, and volunteers.
- Perform annual evaluations for direct reports with quarterly check-ins.
- Responsible for developing, forecasting, and closely monitoring the operational budget and implement corrective action as needed. In addition, provides financial reporting and capital improvement recommendations to the Chief Operating Officer.
- Responsible for daily revenue reporting, bank deposits, and inventory management.
- Lead the planning and execution of all golf leagues, tournaments, member appreciation, and other initiatives.
- Develop and implement all standard operating procedures, emergency and safety plans, and best practices training for staff members.
- Coordinate with Director of Marketing for upcoming needs to include the promotion of events, merchandise sales, and membership campaigns.
- Develop and Supervise all golf instructional programs.
- Assist with the development of reasonable and appropriate fee structures for greens fees, cart fees, range use, and memberships.
- Maintain profitable retail merchandise that is consistent with budget and patrons needs.
- Communicate the mission, values, and operating principles of the organization to employees, members, and other guests.
- Oversees the care and maintenance of all physical assets and buildings (golf cart fleet, pro shop, program room, shed, etc.)
- Ensure operational compliance with local, state, and federal laws.
- Perform additional responsibilities related to the success of the organization.

JOB REQUIREMENTS AND QUALIFICATIONS (education and experience)

- Requires a Bachelor's degree and a background in business administration, sports management, facility management, or other related field
- PGA Class "A" Member preferred but not required (LPGA and PGA Associates are welcome to apply)
- Familiarity with the GolfNow G1 point-of-sale system (preferred, but not required)
- Working knowledge of club fitting, retail and merchandising, and golf operation logistics
- Previous experience of managing an operating budget with P&L responsibilities
- Successful track record of creating and implementing proactive team communication, facilitation, problem solving, and decision making
- Knowledge of and commitment to the goals and philosophy of First Tee

OTHER INFORMATION AND EXPECTATIONS

- Maintains adherence to the organization's policy on confidentiality in all matters regarding personnel, financial, volunteer and other business information about the organization.
- Seeks and participates in continuing education or professional development related to the position, the organization, or both.

WORK ENVIRONMENT, TRAVEL AND EXPECTED WORK HOURS

This position is performed in a golf course environment with office work such as staff scheduling, budget oversight, performance reviews, and inventory management. Typical days and hours of work will fluctuate with evenings, holidays, and weekend work as required by special events and business demand.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is required to stand; walk; sit; use hands to handle or feel objects, tools or controls; use fingers and hands to control computer mouse, type or write; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision, color vision, and the ability to adjust focus. The employee must be able to lift 50 lbs. to shoulder height.

EEO STATEMENT

First Tee - Greater Richmond provides equal employment opportunities (EEO) to all employees and applicants and does not make employment decisions because of or on the basis of race or traits historically associated with race, including hair texture, hair type, and protective hairstyles such as braids, locks, and twists, color, religion, sex, sexual orientation, gender identity, pregnancy, childbirth, or related medical conditions, including lactation, age (40 years of age or older), national origin, disability, marital status, veteran status, or any other basis prohibited by federal, state, or local law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. First Tee – Greater Richmond reserves the right to modify the scope of this position. Factors that may affect this position include, but are not limited to, those related to business needs, organizational structure, industry trends, and individual skills and performance.

**To apply, please send a resume and cover letter to Kelly McAnally at
kelly@firstteerva.org**