



Director of Golf Operations

Bear Lakes Country Club is located in downtown West Palm Beach and designed by the legendary Jack Nicklaus. The newly renovated clubhouse was built in 1987 and designed to accommodate a panoramic view of the 9th and 18th holes of the Lakes golf course. The second-floor member area of the two-story, 38,000 square foot clubhouse, includes dining room seating for 140 and a grille room, adjacent board room and an extensive bar area that seats 120. The clubhouse is the venue for many exciting annual member events that are offered at the Club. The Golf Shop stages over twenty golf tournaments each season for our membership to enjoy and build great camaraderie.

~Two Jack Nicklaus Designed Golf Courses~

Round of golf on two great courses. Our championship Lakes Course offers shimmering lakes and strategically placed bunkers for an exciting round of golf!

Our Links Course resembles a seaside Scottish Links Course that you are sure to enjoy!

We offer an Indoor golf teaching facility complete with the latest equipment for stepping up your game!

The Director of Golf will oversee the performance of all golf operations and services. The position will promote an exceptional "golf experience" and provide excellent services and programs for all members, guests and their families.

Please send cover letter and resume to mariusi@bearlakes.org

Position: Full-time

Reports to: General Manager/COO

FLSA Status: Exempt

Essential Functions: *(may include, but not limited to)*

Golf Operations

- Implements and administers a system governing the start of play, pace of play and the handicap system.
- Works with the Membership Director in developing programs and strategies designed to promote the Club, thereby attracting new members and retaining current members.
- Provides and manages golf lessons to members and guests.
- Designs and conducts golf clinics for all play levels.
- Organizes and conducts Club tournaments and related events.
- Interprets and enforces USGA golf rules and regulations.
- Interprets and enforces Club policies, rules and regulations.
- Cooperates and meets daily with the Golf Course Superintendent regarding maintenance issues & schedules that effect the playability of the golf course.
- Maintains accurate records relating to player and guest rounds and all other applicable statistics.
- Schedules staff hours to assure that members are fully served and that labor costs are maintained within budgeted constraints.
- Assists in the development of short and long-range plans for improvements to the golf facilities and golf courses.
- Manages the overall operations of the Caddie Room, Bag Room, cart storage area and Valet.
- Responsible for the Golf Shop which includes staff, vendors and presentation.

Financial Responsibilities

- Oversees fiscal responsibility and performance for the golf operations, including planning, budgeting (operations & capital), monitoring and corrective management; create processes to assist in the management of all expenditures and capital improvements (equipment replacements and projects).
- Works closely with the GM and CFO to operate Golf Operations in a fiscally responsible and professional manner; develop and maintain yearly budgets and respond to all expenditures.
- Works with the Membership Director in developing programs and strategies designed to promote the Club, thereby attracting new members and retaining current members.

Staff Development

- Hires, trains, supervises, and evaluates golf cart/bag/storage personnel, golf shop, golf professionals, locker room, valet and golf range employees per established Bear Lakes Club policies and all State & Federal laws.
- Schedules staff hours to assure that members are fully served and that labor costs are maintained within budgeted forecast.
- Plans professional development and training activities for subordinates within established Club policy and budget benchmarks.

Additional Relevant Leadership

- Attends national and sectional conferences/meetings, merchandise shows, educational and professional seminars, subject to Club policy and prior approval of General Manager /Chief Operating Officer, to increase development and to enhance the quality and image of the Club.
- Coordinates and ensures all written correspondence, reporting, newsletters and communications for the golf operations are timely and accurate.
- Communicates with members, co-workers, management and the general public in a courteous and professional manner.
- Conforms with and abides by all regulations, policies, work procedures and instructions.
- Exhibits and maintains a professional demeanor to reflect a positive image of the Bear Lakes Club.
- Cooperates and meets daily with the Golf Course Superintendent regarding maintenance issues & schedules that effect the playability of the golf course.
- Attends all Department Head meetings, respective department staff meetings, golf committee meetings and any other applicable meetings.

Qualification:

Bachelor's degree (B. A.) from four-year college or university; plus, six years related experience and/or training; or equivalent combination of education and experience.

Preferred: Club experience as a Golf Professional in a leadership role.

Certifications

PGA Class A professional in good standing is required.

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Skills

- Extensive knowledge of the game of golf and excellent ability to play and teach the game.
- Experience working successfully with members; communicating and cooperating with the membership.
- Excellent business skills which include budgeting, inventory management, purchasing and staff management skills.
- Must have experience working successfully in a team environment and interact cooperatively with all levels of staff in the organization.
- Requires excellent customer relation skills.
- Excellent computer skills and be proficient in golf operations software, including, but not limited to; tee times, internet tee times, handicap, POS, word processing, GPS and tournament programs; ability to analyze, interpret data and prepare reports.
- Ability to verbally communicate well in English and in writing.
- Ability to understand and carry out verbal and written instructions in English.
- Ability to interact professionally and maintain effective working relationships with superiors, co-workers and members.
- Must be able to multi-task and work in a fast-paced environment.