



Job Description

Job Title: Pro Shop Manager

Department: Golf Course

Reports To: Superintendent of Golf Services

Prepared By: Superintendent of Golf Services

Approved By: Board of Commissioners

Approval Date: December 2022

Salary: \$19.00 - \$22.50 per hour, based on experience

Classification

- **Employment Type:** Part-time/Seasonal (March through November)
- **Hours:** Variable; up to and may exceed 40 hours per week during peak season

Benefits

- **Pension Plan:** Illinois Municipal Retirement Fund (IMRF)
- **Paid Time Off:** Limited vacation and sick leave
- **Perks:** Discounts on park district programs, services, rentals, and memberships

Position Overview

The Pro Shop Manager supports the Superintendent of Golf Services in all aspects of golf operations. This position oversees pro shop management, supervises leagues and part-time staff, assists with golf instruction, and delivers exceptional customer service. The role requires strong organizational, operational, and interpersonal skills to create an outstanding experience for golfers and visitors.

Additionally, this position collaborates with other Park District departments to deliver innovative and results-oriented golf services that align with the district's mission.

Essential Functions

- Assist with management of daily golf course operations, including tee time scheduling, course play, tournaments, and outings.
- Provide group and private golf instruction and support junior golf programs.
- Supervise and schedule part-time staff and volunteers.
- Assist with hiring, training, and staff development.
- Assist with merchandising, inventory, and pricing of pro shop items.
- Prepare daily financial reports and ensure Point-of-Sale system accuracy.
- Develop and manage league formats, standings, and competitions.
- Organize and execute clinics, camps, and various events.
- Maintain facilities through opening, closing, cleaning, and securing tasks.
- Enforce golf course rules and policies.
- Assist in payroll preparation for golf operations staff.
- Perform minor club repairs, such as re-gripping.

Education & Qualifications

- Bachelor's degree (completed or in progress) in Golf Course Management, Business Administration, or a related field. Equivalent experience of at least 2 years in golf operations, management, or a related field may be considered.
- Proficiency in computer systems, including financial reporting, handicap management, and customer databases.
- Valid Illinois Class D Driver's License.
- Strong understanding of golf operations and instructional techniques.

Desired Skills & Competencies

- Exceptional customer service and communication skills.
- Knowledge of golf industry trends, pro shop merchandising, and pricing strategies (preferred).
- Ability to manage inventory control and reorder processes.
- Organizational skills for managing staff schedules, tournaments, and events.
- Proficiency in golf management software and Point-of-Sale systems (e.g., TeeSnap or Golf Now).
- Leadership qualities to effectively supervise and motivate staff and volunteers.
- Resourceful and innovative problem-solving skills.
- CPR/AED/First Aid, desired.

Duties & Responsibilities

Golf Operations

- Support the Superintendent in daily golf course operations.
- Assist in planning and executing tournaments and outings.
- Balance daily receipts, update financial records, and prepare reports.

Staff Management

- Supervise part-time staff and volunteers to ensure smooth operations.
- Assist in maintaining and adjusting staff schedules.

Instruction

- Provide support for private and group golf lessons.
- Assist with junior golf programs, including SAY Golf.

Merchandising

- Manage pro shop inventory, pricing, and displays.
- Monitor stock levels and recommend reorders as needed.

Events & Programming

- Develop and execute clinics, camps, and leagues.
- Maintain accurate league standings and competition records.
- Support outing management and coordination.

Facility Management

- Assist in opening, closing, and securing golf course facilities.



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Other Responsibilities

- Perform minor club repairs, such as re-gripping.
- Provide clear communication of golf course rules and policies to customers.
- Assist with special projects and tasks as assigned by the Superintendent of Golf Services.
- Ability to lift up to 50 lbs.

Work Environment

This position requires a flexible schedule, including evenings, weekends, and holidays during the peak golf season. Duties involve a mix of office work, customer interactions, and outdoor responsibilities.