SYCAMORE PARK DISTRICT
JOB DESCRIPTION

Job Title: Superintendent of Golf Services
Department: Golf Services
Reports To: Executive Director
Classification: Full-Time, Salaried
Prepared By: Executive Director
Original Approval: October 2017
Revised: November 2026
Approved By: Board of Commissioners

Position Summary

The Superintendent of Golf Services is responsible for the overall leadership, management, financial performance, and daily operations of Sycamore Golf Club, including the Pro Shop, Food and Beverage Department, golf programming, outings, tournaments, and customer service operations. This position provides leadership and oversight to full-time, part-time, and seasonal employees; develops and manages departmental budgets; oversees revenue generation and expenditure controls; and ensures a high-quality golf experience consistent with the Sycamore Park District's mission, policies, and service expectations.

The Superintendent works collaboratively with the Superintendent of Park & Facility Services to coordinate golf course maintenance, improvements, and operational needs while maintaining clear accountability for golf services and business operations. The position requires strong leadership, financial management, operational planning, communication, and customer service skills, with an emphasis on professionalism, accountability, and continuous improvement.

Essential Duties and Responsibilities

1. Golf Operations and Customer Experience

- Direct and oversee daily operations of Sycamore Golf Club, including the Pro Shop, golf course scheduling, cart operations, rangers, outings, leagues, tournaments, and special events.
- Ensure efficient management of tee times, reservations, golf carts, rentals, merchandise, and related services.
- Establish and maintain high standards for customer service, professionalism, and operational efficiency.
- Develop and maintain positive relationships with golfers, pass holders, league representatives, outing organizers, vendors, and community partners.
- Address customer concerns and complaints promptly, respectfully, and constructively, ensuring appropriate follow-up and resolution.
- Coordinate with the Superintendent of Park & Facility Services regarding course conditions, maintenance schedules, and improvements affecting golf operations.
- Evaluate operational practices and recommend improvements to enhance customer satisfaction, participation, and financial sustainability.

2. Food and Beverage Department Oversight

- Provide direct supervision and operational oversight of the Food and Beverage Manager and all food and beverage services associated with Sycamore Golf Club.
- Ensure effective management of daily food and beverage operations, including staffing, scheduling, inventory, purchasing, pricing, and customer service.
- Monitor departmental revenues, expenses, labor costs, inventory controls, and profitability.
- Work with the Food and Beverage Manager to develop pricing strategies, promotions, and service offerings that support customer satisfaction and revenue goals.
- Oversee compliance with applicable food safety, sanitation, liquor licensing, alcohol service, and health department requirements.
- Establish clear expectations for employee performance, cleanliness, professionalism, and service quality.
- Evaluate departmental performance and implement improvements to increase efficiency, accountability, and financial sustainability.

3. Personnel Management and Leadership

- Directly supervise the Pro Shop Manager, Food and Beverage Manager, and assigned golf operations staff, including Pro Shop employees, rangers, and cart staff.
- Oversee recruitment, hiring, onboarding, scheduling, training, performance evaluations, and employee development in accordance with District policies.
- Establish clear job responsibilities, performance expectations, and accountability for departmental managers and staff.
- Provide ongoing coaching, constructive feedback, and appropriate corrective action when performance or conduct does not meet expectations.
- Ensure adequate staffing and effective scheduling based on seasonal demands, customer needs, and budget considerations.
- Promote a respectful, professional, collaborative, and customer-focused work environment.
- Maintain consistent communication with departmental managers to address operational challenges, staffing concerns, and service improvements.
- Ensure compliance with District personnel policies, applicable employment laws, and established administrative procedures.

4. Financial Management and Business Development

- Develop, administer, and monitor annual operating budgets for Golf Services, including the Pro Shop, Food and Beverage Department, and associated operations.
- Monitor revenues, expenditures, payroll, cost recovery, and overall departmental financial performance.
- Establish revenue goals and identify opportunities to increase participation, merchandise sales, food and beverage revenue, outings, and other golf-related services.
- Oversee purchasing, inventory management, pricing, and financial controls to protect District assets and minimize unnecessary expenditures.
- Review financial reports, identify trends, and recommend adjustments to improve operational efficiency and profitability.
- Assist in developing golf fees, pass rates, rental charges, and other pricing recommendations.
- Work with the District's administrative and financial staff to ensure accurate reporting, appropriate cash-handling procedures, and compliance with financial policies.

- Participate in long-range financial planning and capital improvement discussions related to golf operations.

5. Marketing, Programming, and Community Relations

- Collaborate with the District's Marketing and Communications staff to develop and implement an annual marketing plan for golf operations and food and beverage services.
- Promote golf passes, leagues, lessons, tournaments, outings, special events, and other revenue-generating opportunities.
- Develop relationships with businesses, community organizations, sponsors, and other partners to increase participation and support golf operations.
- Identify opportunities for new programs, services, partnerships, and customer engagement.
- Represent Sycamore Golf Club and the Park District professionally at community events, meetings, and industry functions.

6. Safety, Risk Management, and Compliance

- Ensure golf operations and the Food and Beverage Department comply with District policies, applicable laws, and PDRMA risk management requirements.
- Oversee employee safety training, emergency procedures, incident reporting, and safe operation of equipment and facilities.
- Ensure appropriate procedures are followed for cash handling, alcohol service, food safety, golf cart operations, and customer safety.
- Identify operational risks and take appropriate corrective action to protect employees, patrons, and District property.
- Participate in safety meetings, inspections, training, and risk management reviews.
- Maintain required licenses, certifications, and operational records.

7. Administrative and District Responsibilities

- Provide regular operational and financial updates to the Executive Director, including departmental performance, staffing, customer service, and emerging concerns.
- Attend Board of Commissioners meetings, staff meetings, and other District meetings as requested.
- Assist with the development and implementation of District policies, strategic initiatives, and long-range plans.
- Maintain effective working relationships with other District departments and support agency-wide operations and initiatives.
- Demonstrate and promote the District's **CREATE Keys of Service: Connection, Recreation, Equity, Access, Total Wellness, and Enjoyment.**
- Perform other related duties as assigned by the Executive Director.

Supervisory Responsibilities

The Superintendent of Golf Services provides direct supervision to the following positions:

Full-Time, IMRF-Eligible Management Positions

- Pro Shop Manager (Part-time)
- Food and Beverage Manager (Full-time)

Golf Operations Personnel: Seasonal staff

- Pro Shop Staff
- Golf Course Rangers
- Golf Cart Staff

The Superintendent is responsible for establishing departmental expectations, monitoring performance, developing employees, and ensuring effective coordination between the Pro Shop, Food and Beverage, and other golf operations.

The Pro Shop Manager and Food and Beverage Manager are responsible for managing their respective daily operations and assigned employees under the direction and oversight of the Superintendent of Golf Services.

Personnel responsibilities include recruitment, hiring, training, performance evaluations, coaching, corrective action, and employee development in accordance with District policies and delegated authority.

Qualifications

Education and Experience

- Bachelor's degree in Golf Management, Business Administration, Recreation Management, Hospitality Management, or a related field preferred.
- Minimum of eight years of progressively responsible experience in golf operations, hospitality, recreation management, or a comparable facility.
- Four years of supervisory or management experience preferred.
- Demonstrated experience in financial management, budgeting, revenue generation, customer service, and personnel supervision.
- Experience overseeing food and beverage operations, including inventory, staffing, financial controls, and regulatory compliance, preferred.
- Knowledge of golf operations, tournament management, merchandising, and golf industry practices.

Licenses and Certifications

- Valid Illinois driver's license (Class D).
- PGA certification preferred.
- Certified Park and Recreation Professional (CPRP) designation preferred.
- Ability to obtain and maintain any additional certifications required for assigned responsibilities.

Required Knowledge, Skills, and Abilities

- Strong leadership and management skills with the ability to supervise multiple departments and employee classifications.
- Knowledge of golf operations, food and beverage management, budgeting, purchasing, and inventory controls.
- Ability to analyze financial performance, manage expenses, and develop strategies for revenue growth and cost recovery.
- Excellent interpersonal and communication skills, including the ability to address difficult situations calmly and professionally.
- Ability to resolve customer and employee concerns fairly, respectfully, and in a timely manner.
- Strong organizational, decision-making, problem-solving, and time management skills.
- Ability to establish priorities, delegate responsibilities, and maintain accountability across departments.
- Proficiency with point-of-sale systems, tee-time management software, spreadsheets, financial reports, and standard office applications.
- Ability to work collaboratively with District leadership, staff, vendors, and community partners.

- Commitment to professional conduct, ethical decision-making, customer service, and responsible stewardship of public resources.
- Spanish-language proficiency is considered an asset.

Core Competencies
Leadership and Accountability: Establishes clear expectations, supports employee development, addresses performance concerns, and takes responsibility for departmental results.
Professionalism and Customer Service: Demonstrates respect, patience, sound judgment, and composure in interactions with employees, patrons, and community members.
Financial and Operational Management: Uses resources responsibly, monitors performance, and makes informed decisions that support efficiency and financial sustainability.
Communication and Collaboration: Communicates clearly, listens actively, resolves conflicts constructively, and builds positive working relationships.
Planning and Problem-Solving: Anticipates needs, establishes priorities, evaluates alternatives, and implements effective solutions.
Dependability and Adaptability: Demonstrates reliability, follows through on commitments, and adjusts effectively to seasonal and operational demands.
Safety and Risk Awareness: Maintains a safe environment and ensures compliance with established policies and procedures.

Physical Demands
The position requires a combination of administrative responsibilities, facility oversight, and participation in golf operations.

- Regular sitting, standing, walking, and moving throughout golf course facilities.
- Frequent use of computers, phones, and office equipment.
- Occasional bending, reaching, lifting, and carrying objects weighing up to 50 pounds.
- Ability to operate golf carts and other authorized equipment.
- Ability to work indoors and outdoors in varying conditions.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position.

Work Environment
Work is performed in office, Pro Shop, food and beverage, and outdoor golf course environments.
The position may involve exposure to varying weather conditions, noise, moving equipment, and seasonal fluctuations in workload.

Work schedules may include early mornings, evenings, weekends, holidays, and extended hours based on golf operations, special events, and departmental needs.

General Statement
This job description outlines the general nature and level of responsibilities associated with the position and is not intended to be an exhaustive list of duties.
The Sycamore Park District reserves the right to modify responsibilities based on operational needs, organizational priorities, and applicable laws.
The Sycamore Park District is an Equal Opportunity Employer and provides reasonable accommodations in accordance with applicable law.