

Position Title	Golf Course Manager
Reports to	Park President
Position Type	Full time, Exempt

Who We Are

Our Mission is providing a happy & safe environment where families & friends create a lifetime of memories. Sandy Pines is a seasonal member recreational community, RV resort & campground 30 miles southwest of Grand Rapids. The resort encompasses 813 acres with Lake Monterey, a 216-acre lake and an 18-hole golf course. There are 2,200 seasonal member sites including a 54-unit year-round condo complex, campsites, cabins, and seasonal park model rentals. Sandy Pines is committed to supporting, developing, and maintaining a quality Recreational Park benefiting its members, families, and their guests.

Job Summary

The Golf Course Manager will supervise, manage, maintain, and direct all operations of Lake Monterey Golf Course, LLC, a member-owned and public course connected to Sandy Pines Wilderness Trails. They will oversee the Club House, food, beverages, tee times, special events, leagues, tournaments, and sales at the course. They will play a crucial role in increasing golf course revenue while meeting the expectations of members and public players. The Golf Course Manager will promote the Game of Golf to all customers and ensure that they are welcomed and have a positive experience on the course. Strong conflict management and decision-making skills, and a solid knowledge of and experience with golf course management, club house management, member relations, and staffing are key for success.

Duties and Responsibilities

- Oversee opening and closing duties of the Pro Shop and golf course
- Ensure Pro Shop is appealing, organized, clean, and fully stocked
- Oversee registration sheets and record all players by proper category
- Operate, train, and oversee staff on register; balance drawer and credit card sales; ensure proper transaction tracking for inventory control and bookkeeping
- Oversee all grounds care and maintenance for a high level of play
- Post employee schedule for season; manage employee schedule changes and time off requests
- Ensure appropriate staffing levels for all areas of the Clubhouse and course, adjust schedules as needed to account for peak or down times
- Organize merchandise and display areas; change when necessary
- Oversee purchase, sale, and pricing of merchandise, and maintain an inventory control system; communicate changes to staff
- Plan, organize, and oversee tournaments, leagues, events, and outings

- Develop community relationships with members, businesses, schools, neighborhoods, churches, local chambers of commerce, etc. to garner participation in outings, leagues, events, and tournaments
- Develop, maintain, and implement a marketing strategy; work in conjunction with Sandy Pines Wilderness Trails' marketing plan
- Work with Communications team to implement social media interaction plan through Facebook, YouTube, Twitter, etc.
- Provide leadership, training, and oversight to LMGC employees; set expectations, coach, and hold employees accountable
- Manage special projects as directed by the Park President
- Develop and maintain relationships with members and regular guest players; address them formally by last name unless otherwise requested
- Establish and maintain relationships, and obtain signed contracts with sub-contractors and contractors i.e., food service, tee time software platforms
- Resolve and manage issues that arise at the Clubhouse or on the course
- Oversee and enforce rules and regulations of the course and understand terms of play for players (public vs. members, etc.)
- Oversee budget analysis and maintain cost control of golf course operations; implement plan to increase profitability
- Maintain accurate accounting record of sales and fees; submit supporting documentation i.e., receipts, bills, etc.
- Oversee course conditions and pace of play; train Ranger employees on pace of play expectation i.e., 4 hours/18 holes
- All other duties as assigned

Qualifications

- Graduation from an accredited college or university with course work in Recreation, Business Management, Agronomy, Turf Management, or similar degree/certificate; or any equivalent combination of training and experience
- Knowledge of turf management and fertilization is preferred, but not required
- Minimum 4 years of experience in Golf Course Management with increasing responsibilities, member customer service, public interaction, and successful golf course promotion
- Minimum 2 years of experience leading and managing direct report employees and resolving staff relations
- Ability to work a variety of hours including holidays, evenings, and weekends during the season
- Must be a team leader who works well with other facets of the organization
- Highly proficient with computer software (Outlook, MS Office Pro Shop Tee Sheets, POS Systems)
- Strong organizational, time management, and attention to detail
- Strong decision making and problem-solving skills
- Excellent written and verbal communication
- ServSafe Certification preferred; knowledge of commercial kitchen best practices required

Working conditions

Fun team atmosphere with collaboration spanning many teams and groups within the Park. Fast paced environment in season (April-October); off season allows for next season planning. This position involves working in both indoor and outdoor environments, but primarily outdoors during the season. It requires the employee to walk on uneven and various surface types throughout the day including, but not limited to, grass, dirt, pavement, cement, and tile.

Physical requirements

Must be able to frequently walk, stand, and sit for long periods of time.

Must be able to frequently lift, push, pull, and move 50 lbs.

Must be able to occasionally lift, push, pull, and move 80 lbs.

Must be able to frequently bend, squat, reach, and twist.

EEO Statement

Lake Monterey Golf Course and Sandy Pines Wilderness Trails are an Equal Opportunity Employer. We are committed to equal employment opportunity without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state, or local laws.
