



CITY OF BLOOMINGTON
invites applications for the position of:
**Assistant Golf Course
Manager**

SALARY: \$73,747.00 - \$85,176.00 Annually

OPENING DATE: 11/16/21

CLOSING DATE: 12/08/21 11:59 PM

PRIMARY OBJECTIVE:

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To assist the Golf Course Manager with operation of the City's public golf course, in a manner that will maximize the services and revenues of the facilities and maintain the City's desired level of accountability for and stewardship of facilities' resources.

CITY VALUES & EXPECTATIONS

- Models and contributes to a positive work environment, culture of communication, engagement and safety
- Communicates effectively and respectfully with employees and the general public, including but not limited to those of diverse racial, ethnic, religious and socioeconomic backgrounds
- Works cooperatively as a member of a team; develops and maintains effective working relationships with diverse coworkers and community members; consistently brings a high level of self-awareness and empathy to all personal interactions
- Embrace the City's shared values and contribute towards accomplishing the City's vision and goals by being creative, innovative, continuously learning, and communicating clearly

EXAMPLES OF DUTIES:

ESSENTIAL DUTIES

- Assists Golf Course Manager in implementing procedures in accordance with policies set forth by the City Council and/or City Manager, which maximize the quality and quantity of services to the golfing public and thereby obtain optimal revenues from operations
- Update and maintain golf shop policies and procedures, job descriptions and help assure that all golf course personnel fully understand and follow established policies and procedures
- Assist checking in golfers in the pro shop, interact with customers on a daily basis and actively seek their opinions and input on the golf courses' facilities and services
- Monitors or performs daily POS system closings, reconcile daily sales, prepare daily cash reports, bank deposits, credit card sales administration and maintain up to date daily sales statistics, and record daily sales in the city's accounting software
- Responsible for the financial reconciliation and record keeping of all refunds, league certificates, gift card balances, account credit and work with the city's finance department on verifying monthly operational financial performance of the golf shop operations
- Under supervision of the Golf Course Manager prepares annual purchase orders, requisitions equipment, merchandise for resale, and supplies in accordance with established City purchasing procedures and budget limitations
- Responsible for the recruitment, interviewing, hiring, training, payroll approval and termination of all clubhouse and outside service staff in accordance with prescribed city HR procedures
- Responsible for the scheduling and daily supervision of Dwan staff to ensure they provide a favorable image and desired level of service to all customers
- Promote a positive environment and foster timely and regular communication with staff

- Assist in the development and preparation of budgets, including forecasting and review of all golf operations revenues and expenses on a daily, weekly, monthly, and annual basis to ensure all financial goals and objectives are being achieved
- Assist in the development of short term and long range Capital Improvement Plans and procedures for golf course programs and facilities
- Maintain a close working relationship with the Golf Course Maintenance Superintendent and provide advice on course conditions, maintenance practices, playability and tournament set up
- Assists with administration of all weekly leagues, administer league contracts, policies, procedures and serves as a staff contact to ensure the smooth operation of the weekly leagues
- Responsible for the booking, guidance, consultation and administration of all shotgun tournaments, Men's Club tournaments, group outings and events
- Coordinate plans with the Food and Beverage Manager for food and beverage needs for daily operations and all golf functions
- Maintains up-to-date knowledge of the rules of golf and serves as arbiter and/or consultant to players, tournament organizers and other interested parties
- Oversee the administration of the MGA GHIN golf handicap program
- Attend applicable staff meetings as scheduled by management and schedule staff meetings with golf operations personnel
- Assist in the marketing of the facility and work with the Park and Rec Communication specialist to promote Dwan golf course
- Performs other duties as apparent or assigned

KNOWLEDGE, SKILLS & ABILITIES REQUIRED

- Successfully completes work assignments relative to quality of work
- Ability to set correct priorities
- Ability to communicate, both orally and in writing, with employees and others in an effective, tactful and courteous manner
- Ability to identify problem areas and to recommend and implement corrective action
- Ability to effectively administer day-to-day business operations within budgetary limitations
- Successfully project a favorable image of helpfulness and service to the customers and general public which maintains goodwill
- Ability to establish and maintain effective working relationships with supervisor, other City personnel, and the general public.

SUPERVISION OF OTHERS

- Direct and indirect supervision, as assigned and directed by the Golf Course Manager, over seasonal golf course personnel at Dwan Golf Courses, including cashiers, food and beverage associates, starters, and rangers, but excluding maintenance personnel
- Additional supervisory responsibilities as assigned by the Golf Course Manager

MINIMUM/DESIRABLE QUALIFICATIONS:

MINIMUM QUALIFICATIONS

- One year work experience in golf course, food service management, recreation facility or at least one year in a general business administrative position
- One year of supervisory experience and the ability to train, supervise, and motivate assigned personnel
- Bachelor's Degree in Business, Recreation Administration or related field

DESIRABLE QUALIFICATIONS

- Fundamental knowledge of the game of golf, rules of golf, golf facility operations and tournament operations
- Experienced computer user including; golf tee sheet and POS systems, Microsoft Word and Excel; proficient in other applications, i.e. email, internet, tournament and database
- More than one year supervisory experience

SUPPLEMENTAL INFORMATION:

APPLICATIONS MUST BE FILED ONLINE AT:
<http://BloomingtonMN.gov>

Position #2021-00058
ASSISTANT GOLF COURSE MANAGER
NS

OUR OFFICE IS LOCATED AT:
1800 W. Old Shakopee Rd
Bloomington, MN 55431
952-563-8710
humanresources@BloomingtonMN.gov

Assistant Golf Course Manager Supplemental Questionnaire

- * 1. I understand that in order for my application to receive every consideration in the selection process, I must complete the following supplemental questionnaire completely for this position. **Attaching a resume is NOT a substitute for completing an answer.** If a question is answered by the statement "See Resume", the question will be treated as if there is no answer. The information I provide will be reviewed and used to determine my eligibility to move forward in the selection process. Unanswered questions, incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. If the supplemental question is not applicable to you, please indicate N/A.

I have read and understand the above instructions regarding supplemental questions.

Yes No

- * 2. Please indicate your level of post-secondary education.
- None
 - Some college or technical education
 - 2 year college degree
 - 4 year college degree
 - Masters level degree or higher
- * 3. How many years of experience do you have working in golf course management, food service management, recreation facilities or related experience?
- No experience
 - Under 1 year
 - 1-2 years
 - 3-4 years
 - 5+
- * 4. Please describe your experience, including employer name, job title, start and end dates of employment and a brief description of job duties.
- * 5. Are you a PGA member in good standing?
- Yes No
- * 6. Do you possess experience with club house operations and customer service in a golf course setting or similar recreational facility.
- Yes No

7. If yes, please describe your experience.

8. Do you have experience with the game of golf?
 Yes No
- * 9. Do you have experience with golf course maintenance?
 Yes No
- * 10. Please describe your knowledge and experience with the game of golf and with golf course maintenance.
- * 11. Do you possess work experience with coordinating and running leagues, events and tournaments?
 I possess experience coordinating and running leagues.
 I possess experience coordinating and running events.
 I possess experience coordinating and running tournaments.
12. Please describe your experience with coordinating and running leagues, events and tournaments.
- * 13. Do you supervisory experience including training and motivating staff?
 No experience
 Under 1 year
 1-2 years
 3-4 years
 5+
14. If yes, please describe that experience.
- * 15. Do you have experience in food and beverage/concession operations?
 Yes No
16. If yes, please describe that experience.
- * 17. Please indicate which of the following you are skilled in utilizing:
 Microsoft Word
 Microsoft Excel
 Microsoft Outlook
 POS system
 Golf Tee Sheet
- * 18. This question is to determine your status as a veteran under the Veteran's Preference Statute, Minnesota Statutes, 43A.11. Please check the statement below which best describes your current Veteran's status:
 I am not a Veteran
 I am a Veteran who served more than 180 consecutive days and received an Honorable Discharge or Separation
 I am the spouse of a deceased Veteran who served more than 180 consecutive days and received an Honorable Discharge or Separation
 I am a disabled Veteran who served more than 180 consecutive days and received an

Honorable Discharge or Separation

I am the spouse of a disabled Veteran who served more than 180 consecutive days and received an Honorable Discharge or Separation and is unable to use the preference due to the disability

19. If you are a Veteran and achieve the minimum passing rating, do you wish to apply your veteran's preference bonus points? If you answer yes, you MUST complete the City of Bloomington's Veteran Preference Questionnaire ([click here](#)) and either attach it to this application or send/deliver/fax it to the Human Resources Department with a copy of your form DD-214. Disabled veterans must also supply form FL-802 or an equivalent letter from a service retirement board. Spouses applying for preference points must supply their marriage certificate, the veteran's DD-214 and FL-802 or death certificate. Your veteran's preference points cannot be considered without supporting documentation. All documentation must be received in the Human Resources Department no later than 7 calendar days after the deadline date for the position.

Yes No

* Required Question