



TITLE: DIRECTOR OF GOLF OPERATIONS/ GENERAL MANAGER

LOCATION: X-GOLF COMMACK, COMMACK, NY

POSITION TYPE: FULL-TIME

APPROXIMATE START DATE: FEBRUARY 1, 2022

DESCRIPTION: Head PGA Pro / General Manager leads direction on X-Golf Commack's golf operations and oversees all store operations.

This role is the head of all operations at the facility, reporting to the business owner. This includes organization of all golf operations and management of all staff and all day-to-day operations at the facility.

Specific responsibilities include, but are not limited to:

- Director of Golf Operations, including:

- Development and management of lessons, academies, and group training events.
- Coordination and collaboration on Golf Shop merchandise inventory in relation to retail apparel sales and golf equipment sales including club fitting.
- Sales - lesson packages, club fitting and training package sales.
- Ability to build loyal clients through proven results.
- Sell and give lessons exclusively under the X-Golf brand name.
- Non-Compete Form Signed and executed (attached separately).
- Can bring in additional pro-services to enhance the performance of the business.

- General Manager position, including

- Interviewing, hiring, performance reviews, and termination as needed as well as summarize tip logs and provide reports for payroll in a timely manner.
- Management of store and employees including, but not limited to, employee scheduling, staff oversight, food & beverage inventory, and facility and simulator maintenance. Verification of staff-checklist completion.
- Can delegate responsibilities to appropriate staff, but overall responsibility belongs to this role
- Ensures adherence of all staff to company rules, regulations, and guidelines.
- On-Call for any and all owner, employee, customer, vendor, and operational concerns or issues.
- Expected to work a minimum of 48 hours per week with a minimum of 40 hours per week on "the floor" either in place of an hourly Facilities Manager or giving lessons as the PGA Pro.
- Understanding this position is not eligible for paid overtime although rare, at times, the need to work more than 48 hours per week may be necessary to the success of the business.
- Create a work schedule to work across all shifts on all days of the week throughout the month to best understand the business and employee and customer needs. The Owners expect an initial heavy concentration of work to be logged during peak hours which their experience suggests will be on nights and weekends.
- Manage the company email box and coordinate with social media manager

- For group / corporate / catered events, make sure all food and beverage packages are arranged, appropriate personnel are on staff.

COMPENSATION PACKAGE:

- Annual salary plus commissions on net lesson fees, retail commissions, bonuses and tips.
- A progressive commission will be earned on retail apparel and equipment sales.
- Bonuses are merit based and discretionary.
- Paid Sick and Vacation Days
- Mobile Phone Allowance
- PGA Dues reimbursed while remaining in good standing with the association

RECOMMENDED EXPERIENCE:

- Demonstrated leadership including experience coaching and developing direct reports.
- Minimum 5 years of experience as a Teaching Professional
- Proven record of providing superior member/guest service and staff training and development.
- Excellent communicator, both verbal and written.
- Understanding of golf business operations
- Sales experience preferred.
- Positive attitude, professional manner, and appearance in all situations.