

## **Position profile for Head Golf Professional Southampton Golf Club**

### **SOUTHAMPTON GOLF CLUB**

Founded in 1925, The Southampton Golf Club is located in Southampton, NY on the East End of Long Island. There are 400 Memberships of which 120 are family memberships. The club experiences a highly active season, hosting 20,000 rounds of golf in season over eight months. The active Membership at Southampton is diverse, all of whom support the philosophies and the culture of the club as a casual respite in which to enrich their lives. They all share their love for the game of golf. The Southampton Golf Club's 18-hole par 70 golf course was designed by Seth Raynor. The golf course was restored in 2010 by Brian Silva to its original Seth Raynor design.

The Southampton Golf Club's facilities include a 12,000 square foot clubhouse, full-service golf shop, state of the art learning and club fitting center, natural grass practice tee and range, seasonal staff housing building and on course halfway house/snack bar.

Southampton Golf Club is open 10 months a year. Peak season is May through October although the shoulder season months can also be busy, weather-permitting.

### **OTHER INFORMATION:**

- 1925 year established
- 460 members in all categories
- \$5.8M gross operating volume
- \$3.5M annual dues volume
- \$1M F&B revenue
- \$1.3M Golf and Pro Shop revenue
- 70 employees in season; 15 employees off season

**SOUTHAMPTON CLUB WEB SITE: [WWW.SOUTHAMPTONGOLFCLUB.ORG](http://WWW.SOUTHAMPTONGOLFCLUB.ORG)**

## **POSITION OVERVIEW**

The Head Golf Professional is the Department Head for the Golf operation at the Southampton Golf Club.

## **COMMUNICATIONS**

The successful candidate for the position of Head Professional at Southampton Golf Club:

- Is a team player. He or she follows through on requests and questions from members and team members in a timely manner. The Head Professional believes and practices a role of leadership and positive growth in his or her department. Additionally, he or she proactively seeks solutions and involves team members in the decision-making process while working closely with other department heads as a collaborator and communicator.
- Communicates effectively with members and non-members in the planning and implementation of club events.
- Sees themselves as a true ambassador to the Southampton Golf Club culture and experience.
- Communicates with management and the front office assistant in the development of flyers and invitations for Pro Shop events, Golf instructional programs, demo days and other emailed notifications for members pertaining to the golf operation.
- Leads web site management for the golf department to promote events and policies, ease of use and enhancements.
- Works with the front office assistant regarding communications to membership, updating the club's website and calendar and member communications.
- Collaborates with other department managers and committee chairs to coordinate operations and events.
- Interacts positively and professionally, with poise, and politely with all staff, vendors, and the community to promote a team effort and culture.
- Places significant importance on staff communications and interaction; both within the department and with other departments. He or she conducts regular staff meetings and pre-and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience. specifically, post event follow-up for enhancements.

- Keeps the General Manager, Club President and Pro Shop committee chair informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance. He or she provides proactive, accurate, timely and meaningful reports and analysis of the golf operation.
- Maintains professional association memberships and attends professional educational offerings that benefit both the club and his or her personal career growth.

### **INITIAL HEAD PROFESSIONAL PRIORITIES**

- Work closely with the Board, Committees, and senior management to ensure a full understanding of Southampton Golf Club, its history, culture, and traditions before initiating any significant changes to the golf operation.
- Delegates appropriate responsibility to the Asst Professional, Director of instruction, Pro Shop retail manager and outside operations staff while remaining ultimately responsible for those operations; giving credit to the team and taking responsibility for any shortcomings.
- Take ownership of the entire membership experience in the golf department with a focus on the golf and tournament operations which is very robust and ever evolving.
- Provide oversight, guidance, and support of a very successful teaching program.
- Establish effective and meaningful relationships with each of the multiple constituencies, including the Membership, Board, Committees, departmental peers, and staff.
- Understand the financial model, its history of operational results, and clearly understand how Southampton Golf Club operates to a very active seasonal membership of over 450 golfers on 18 holes.
- Clearly understand and demonstrate as a role model, how to manage a professional yet friendly operation amongst a very diverse membership.
- Ensure departmental cleanliness, overall appearance, and employee, member, and guest safety.
- Continually assess the team to ensure a well-developed, energized, cohesive team which is critical.
- Focus on driving organizational consistency through process and procedure development.
- Maintain fiscal responsibility for the scheduling of departmental staff by continually reviewing the staffing levels and identify needed revisions to their work schedules.

## **ORGANIZATIONAL STRUCTURE**

The Head Professional reports directly to the General Manager and works closely with the Pro Shop Committee and Tournament Committee. There are approximately 10 staff members that report directly and indirectly to the Head Professional during the season including the Assistant Professional, Director of Instruction, Pro Shop merchandise manager, PGA apprentices, outside operations employees and golf course starter.

## **POSITION SPECIFICS:**

The Head Professional, as the department head of the golf operation is responsible for the training, evaluation, and supervision of all golf, retail, and outside golf operation employees. Hiring and discharge of employees shall be carried out in conjunction with the General Manager. Adequate staffing levels are the responsibility of the Head Professional. The Head Professional shall be acutely aware of any staffing shortages or vacancies in coverage on a daily basis and is expected to react accordingly to insure a smooth operation in the Golf department and with the pace of play on the golf course. The position allows ample time off in the off season to balance the seasonal demand of the operation.

- The Professional, in conjunction with the Retail Manager shall be responsible for all selection and purchasing for the golf shop and for the supervision of the accurate collection of all merchandise and equipment sales as well as inventory control and valuation.
- The Professional shall be responsible for supervision and scheduling of the Golf course Starters, merchandise staff and outside operations employees.
- The Professional shall be responsible for the planning and execution of all tournaments in conjunction with the Tournament Committee, General Manager, and Golf Course Superintendent
- The Professional shall act as a liaison with Club rules and policies, golf etiquette, tournament operations dialogue with participants, rules questions and possible disputes regarding same.
- Successful mentorship of the staff, onboarding of new club members and continued guidance of existing members as it pertains to the golf operation, is an essential element of the position.
- A level minded, timely and accurate delivery of information and dialogue is paramount.
- The Professional is responsible to provide oversight and assist in the sales of golf equipment to the Members of the Golf Club, utilizing his or her expertise.
- The Professional oversees and personally observes (when possible) Member play and pace of play.
- The Professional facilitates attendance at Pro-Ams and local golf association events for members and Professionals on staff as time and seasonal activity demand permits.
- The Professional shall act as point person and work closely with golf association committees, officials and Southampton's management team to facilitate the hosting of occasional golf association events.
- The Professional on occasion, and as time permits, makes efforts to play golf with members and dine with members during lunch hours to facilitate goodwill and ambassadorship.

## CANDIDATE QUALIFICATIONS

The ideal candidate:

- Has at least six years of golf management experience in a quality private club environment.
- Possesses experience in supervising, developing and leading department staff – both front and back of house.
- Is a passionate and highly motivated professional who enjoys member engagement and making each visit to the club special and memorable for members and their guests.
- Has a fundamental understanding of what constitutes a “positive club experience,” and the proven ability to execute to that level.
- Has technology skills including the use of Microsoft Word, Excel, Outlook, POS systems, and time management systems. Knowledge of tournament management software is also essential.
- Displays a working knowledge of financial acumen, fiscal responsibility, and supports HR policies.
- Is skilled in recruiting, hiring, evaluating, supervising, managing, mentoring, and developing high achieving employees in the golf department. Perpetual training, supervising, mentoring, and coaching are essential.
- Remains calm under pressure and maintains the expedient execution of events as well as the prompt resolution of conflicts or complaints. Someone who acts with urgency yet maintains a calming presence. He or she must also have a proven track record of accountability and integrity.
- Is organized, predictable, consistent and detail oriented. He or she has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and positive member experiences.
- Possesses effective problem-solving skills as well as effective verbal and written communication skills, while demonstrating respect and achieving respect of the membership, staff and the management team.
- Has a patient, friendly, outgoing personality, and a positive attitude. Is personable and friendly with members and guests, while maintaining a respectful professionalism.
- Has strong listening skills and has a prominent level of emotional intelligence.
- Is a professional with a verifiable, positive career track, Is confident in his or her abilities yet humble and gracious in his or her interactions.
- Has a professional appearance and demeanor and expects the same from his or her staff.
- Has an appreciation for, and high level of understanding of the rules and traditions of the game of golf.

## **EDUCATIONAL QUALIFICATIONS**

- Bachelor's Degree from a four-year university or college is preferred.
- Class A PGA Membership is a prerequisite
- Evidence of continued professional education and development path
- Participation in community related organizations or trade organizations is a plus.

## **COMPENSATION**

*Given the unique nature of the culture and cost of living in Long Island and the Southampton area, the compensation package is open and commensurate with qualifications and experience. The club will work with and be flexible in the structure of compensation for the right candidate. The club offers a bonus and benefit package including PGA Membership and professional expense reimbursement.*

## **INSTRUCTIONS ON HOW TO APPLY**

Please mail or email your resume and a thoughtful cover letter.

Resumes will be accepted through January 15, 2022

## **SEARCH CONTACT:**

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