



The Monster Golf Club and Troon Golf are excited to announce the exceptional career opportunity for Head Golf Professional. Qualified candidates will thrive in a hospitality environment that will be primarily focused on providing exceptional service. The purpose of the position and facility as a whole will be creating memorable guest experiences with unparalleled service that build lasting connections.

Job Summary: The golf course is going to be a high-end low-volume facility that will place an emphasis on world class customer service. Play will be limited to 72 golfers per day with 20-minute tee time intervals that will be sure to deliver a memorable experience. The head golf professional will assist in managing all areas of the golf operation. Which includes the following but is not limited to the pro shop, shuttle service, and golf course. Because of the emphasis placed on customer service; training and developing an effective staff will be a priority for the position. The right candidate will lead by example making sure that Troon Hospitality standards are being upheld across the facility. Monster Golf Club is attached to Resorts World Catskills and will be open from April through October. The pro shop will remain open year-round with limited hours during the winter months. This is a new facility and a 40-million-dollar project, Rees Jones designed the golf course set to open for play the Summer of 2023. The pro shop is scheduled to open in May 2023.

Essential Job Duties and Responsibilities:

- Create a customer service-oriented atmosphere that promotes the game of golf and meets the needs of guests. Ensures that associates are providing the highest level of customer service.
- Provide the golf operations staff with leadership and vision in accordance with the facility goals.
- Responsible for interviewing, hiring, training, planning, assigning, and directing work.
- Responsible for maintaining a clean and professional retail shop as well as assisting with inventory, receiving, and any other merchandising needs that arise.
- Assists the Club Manager with the planning and purchasing of golf shop merchandise
- Develop ongoing training programs for current associates as well as fostering a team culture that makes coming to work rewarding for all associates.
- Work closely with other department heads at Resorts World to ensure a smooth and efficient operation.
- Work closely with and leverage Troon regional and corporate resources to help with any challenges.
- Ensures that policies and procedures set forth in the employee handbook are being implemented and followed.
- Prepare work schedules and assigns associates areas of responsibility.
- Provide high quality golf instruction to VIPs and guests if needed.
- Incorporates safe practices in job performance and ensures the same of team.
- Regular and reliable attendance.
- Performs other duties as required.



Minimum Requirements and other Qualifications

- Bachelor's Degree (BA, BS) from a four-year college or university; and/or 3-5 years prior experience as a 1st Assistant Golf Professional at a high-end public resort or private club.
- PGA Class A preferred; minimum level 2
- Must be well organized and be able to work under pressure
- Experience with EZ LINKS or EZ TEE PRO reservation systems preferred
- Experience with Agilysys POS
- Excellent verbal and written communication

Compensation and Benefits

- Base salary will be between \$85,000 and \$95,000 depending on experience
- Opportunity to teach year round
- Eligible for Medical Benefits
- Uniform Allowance
- PGA dues paid
- Flexible hours