

Make a real
difference to
Maroondah



Golf Operations Coordinator - PGA Golf Professional

Position Number: GCC050
Classification: COORDINATOR
Responsible to: ASSISTANT MANAGER, MAROONDAH GOLF COURSES
Service Area: LEISURE

Crim check - if required	Yes
Working with Children Check ID Card (Employee) - if required	Yes

Role and Summary Statement

The Golf Operations Coordinator reports to the Assistant Manager, Maroondah Golf Courses and is responsible for delivering all golf coaching services and overseeing the day to day operations of the Dorset Golf Shop including the supervision of Golf Shop assistants, customer service, employee administration, event management and tee bookings.

The Golf Operations Coordinator will be responsible for the setting up and delivery of golf coaching and ongoing management of the retail program at Dorset Golf which includes purchasing, stock control and inventory.

The Golf Operations Coordinator will also assist with the management of Golf Shop budgets, OH&S compliance, development and implementation of operational plans and procedures, business development initiatives and local area marketing and promotions.

Tasks and responsibilities

1. Assist the Assistant Manager Maroondah Golf Courses to develop and manage the golf coaching program.
2. Deliver the golf coaching programs and services, including individual lesson and clinics, club fitting, and club repairs.
3. Manage and coordinate all bookings associated with golf coaching

4. Assist the Assistant Manager Maroondah Golf Courses to promote the availability of services and the game of golf generally.
5. Participate in product demonstration events.
6. Assist the Assistant Manager Maroondah Golf Courses to manage and control the Ringwood & Dorset Golf Shop retail programs, which includes stock ordering and purchasing, stock display and merchandising, pricing, stock rotation, stock control. Monitor current trends and where necessary source new products and suppliers.
7. Monitor and coordinate group bookings including liaison with corporate event clients. Document, prepare and coordinate events in line with client needs and agreed event plans and ensure communication process is in place for shop and maintenance employees.
8. Assist the Assistant Manager Maroondah Golf Courses to manage employee requirements which includes rostering, time sheet approval, leave management, training and performance reviews. Responsibility also lies in team building, coaching and mentoring employees within a positive, productive team environment.
9. Develop and implement retail promotions and marketing initiatives to increase course utilization and secondary spending. Consider both traditional and online mediums when developing campaigns.
10. Encourage a strong sales culture amongst the team. Deliver both formal and informal training to all staff members on the importance of growing secondary sales in all areas of the business including retail, kiosk and memberships. Monitor sales across the board and report back against agreed KPIs.
11. Assist the Assistant Manager Maroondah Golf Courses in developing and implementing operational policies and standard operating procedures for areas and activities related to golf operations, building maintenance and cleaning programs. These includes: Occupational Health and Safety, Risk Management, Human Resources and Quality Management policies and procedures.
12. Maintain effective communications and liaison across other areas of the facility and towards other Maroondah Leisure facilities and Council. Develop and maintain an understanding of the operations of all areas within the facilities.
13. Cooperate and comply with the requirements of all Maroondah City Council policies and procedures and any actions taken by Council to comply with relevant Acts and Regulations.
14. Actively support and promote Equal Employment Opportunity (EEO) within the workplace in accordance with the Equal Opportunity Act 2010, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Human Rights and Equal Opportunity Commission Act 1986, Workplace Relations Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace Act 1999, Occupational Health and Safety Act 2004, Local Government Act 1989, and Council policies.
15. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for the own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.

16. Comply with the requirements of applicable Child Safety legislation such as the Child Wellbeing and Safety Act 2005 (Vic), Crimes Act 1958 (Vic), Children, Youth and Families Act 2005 (Vic), and Working With Children Act 2005 (Vic), as amended and/or replaced from time to time. Comply with Council's Child Safe Standards and Reportable Conduct Policy and assist Council to achieve a prevention focused, proactive and participatory approach to achieving and maintaining positive Child Safety related outcomes.
17. Observe the application of the Council Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson).
18. Comply with the requirements of applicable privacy legislation (e.g. Privacy and Data Protection Act 2014 (Vic); Health Records Act 2001 (Vic) as amended and/or replaced from time to time.
19. Adhere to the requirements of Council's Privacy Policy, that incorporates relevant Information Privacy Principles (IPPs) and Health Privacy Principles (HPPs), as amended and/or replaced from time to time.

Organisational relationships

INTERNAL Management and employees

EXTERNAL Contractors, General Public, Regular User Groups, Council, Suppliers

Person specification

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

Qualifications

Essential

- > PGA accredited Golf Professional
- > Current First Aid Level 2, CPR and defibrillator

Experience

Essential

- > Demonstrated experience in senior supervisory role within a golf environment or comparable leisure facility.
- > Demonstrated experience in golf coaching and club fitting.
- > Demonstrated experience in leading, coaching, mentoring and managing people in achievement of team and organisational goals and objectives including preparation of employee rosters, approval of time sheets, management of employee recruitment, induction, performance, development and training.
- > Demonstrated experience in retail and sales golf environment with understanding in retail functions, stock management and control, promotions, and tee bookings.

- > Demonstrated high-level interpersonal and communication skills including the ability to develop and maintain relationships with internal and external facility stakeholders in achievement of quality golf operations.
- > Demonstrated experience with computers and using Microsoft Office Applications and Point of Sale software.

Desirable

- > Demonstrated experience in the preparation of budgets, and KPI performance reports.
- > Knowledge of effective operational policies for facilities and activities related to centre programs including Occupational Health and Safety, Risk Management and Human Resources.
- > A positive “can do” approach to all challenges and is willing to step beyond the defined parameters of the role and accept challenges of a broader context.

Other certificates, checks and licences

- > Working With Children
- > Drivers Licence
- > Police Check
- > First Aid Certificate

Accountability and extent of authority:

- > May supervise resources, other employees or groups of employees and / or provide advice to or regulate clients and / or give support to more senior employees
- > In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and / or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans
- > In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or the clear guidelines. The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by more senior employees
- > In positions where the prime responsibility is to provide direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported

Judgement and decision making:

- > The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives
- > The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience
- > Guidance and advice would usually be available within the time required to make a choice

Specialist knowledge and skills

- > Supervisors require an understanding of the relevant technology, procedures and processes used within their operating unit
- > Support employees also require an understanding of the role and function of the senior employees to whom they provide support, an understanding of the long-term goals of the unit in which they work, and an appreciation of the goals of the wider organization
- > All employees require an understanding of the function of the position within its organizational context, including relevant policies, regulations and precedents

Management skills

- > These positions require skills in managing time, setting priorities and planning and organizing one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable
- > Where supervision is part of the job, the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development

Inter-personal skills

- > Require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate
- > Will be expected to write reports in their field of expertise and / or to prepare external correspondence

Agreement: I have read, understood and agree to comply with this position description.

Name:

Signature:

Date:

Prepared by: Jeremy Cutajar **Authorised by:** Workplace People and Culture

Date reviewed: March 2020

Selection criteria

Criteria 1.

PGA accredited Golf Professional

Current Victorian Drivers Licence and Current First Aid Level 2, CPR and defibrillator

Criteria 2.

Demonstrated experience in a supervisory role within a golf environment or comparable leisure facility.

Criteria 3.

Demonstrated experience in leading, coaching, mentoring and managing people in achievement of team and organisational goals and objectives including preparation of employee rosters, approval of time sheets, recruitment, induction, performance management and development and training.

Criteria 4.

Demonstrated experience in retail and/or a sales golf environment, with a sound understanding in retail functions, club fitting, stock management and control, promotions and tee bookings.

Criteria 5.

Demonstrated high-level interpersonal and communication skills including the ability to develop and maintain relationships with internal and external facility stakeholders in achievement of quality golf operations.

NOTE: Candidates are required to address each of the selection criteria in their applications.

Personal capability requirements

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk			•	
Sitting – vehicle	•			
Operating telephone / computer				•
Writing / reading				•
Manual Handling				
Bending / twisting Spine			•	
Working with one or both hands above shoulder height		•		
Lifting (5kg or under p/item)				•
Lifting (5kg or over p/item)		•		
Requiring low/light application of force		•		
Requiring medium to high application of force	•			
Lifting/holding/restraining children	•			
Exerting force in an awkward posture	•			
Holding & supporting equipment	•			
Agility				
Squatting / kneeling	•			
Looking up / looking down			•	
Reaching forwards or sideways			•	
Gripping or grabbing equipment			•	
Mobility				
Walking / standing- briefly				•
Walking / standing- extended				•
Walking on uneven ground			•	
Climb steps/stairs		•		
Climb ladder	•	•	•	•
Driving – passenger vehicle		•		
Driving – light commercial (regular drivers licence)	•			
Driving – bus (endorsed licence)	•			
Driving – machinery/heavy commercial	•			
Sensory				
Hearing – face to face / telephone conversations				•
Hearing – working with loud machinery	•			
Visual – read printed material, signage				•
Visual – computer screen, electronic signs				•
Visual – driving	•			
Visual – watching with vigilance (e.g. SXS, Lifeguard)		•		
Emotional				
Dealing with complex customers / residents			•	
Supporting dependent persons	•			
Dealing with conflict			•	
Managing complex personal situations		•		
Providing empathy			•	
Work Environment				
Outdoor – exposed to elements, plant & equipment		•		
Confined spaces	•			
Working alone				•
Working at heights (greater than 2m)	•			
Exposure to extensive dust	•			
Pollen (or other allergens)	•			
Exposure to polluted odours and/or chemicals	•			
Personal waste	•			

Office Use – Pre employment Medical Checks

	If selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended

Office Use – Other Checks

	If selected – Risk assessment for PDA recommended
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Our workplace values



Our people | Our service | Our approach

Organisational vision

We will foster a prosperous, healthy and sustainable community.

Our mission

We are dynamic and innovative leaders, working in partnership to enhance community wellbeing.

Our values

We are **ACCOUNTABLE** to each other
and our community

We collaborate in an adaptable and
SUPPORTIVE workplace

We **PERFORM** at our best

We are open, honest, **INCLUSIVE**
and act with integrity

We ensure every voice is heard,
valued and **RESPECTED**

We are brave, bold and aspire
to **EXCELLENCE**