

PROGRAM COORDINATOR (GOLF)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Deputy Commissioner, the incumbent plans, organizes, develops and manages the operation, marketing and administration of the County-wide golf program of the Department of Parks, Recreation and Conservation. The position involves responsibility for all facets of operations and management of the County-owned golf courses and related facilities, except responsibility for turf management which is the responsibility of the Golf Course Superintendent. This position has major responsibility for the development, coordination and execution of policies, methods and procedures relating to the County's golf programs and also involves exercising fiscal control and accountability for fees, supplies and equipment. The Director is also responsible for making contacts with sports officials, groups and individuals in connection with golf courses activities and promotions. Supervision is exercised over a large number of operations personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Plans, organizes and directs the operations, administration and marketing of the County-wide golf programs through subordinate supervisory positions, specifically Golf Course Manager;

Participates in the recruitment, training and evaluation of golf course personnel;

Promotes participation in County-sponsored golf activities;

Confers with golfing association representatives for the planning and conduct of tournaments and other competitive play;

Organizes golf clinics, tournaments and exhibitions, and secures professional assistance as required to conduct them;

Evaluates and monitors golf course programs and operations on a regular basis, in terms of their responsiveness to public needs and their capacity to maximize the effective utilization of available resources, playing time, facilities and equipment;

Inspects concession services to insure operations are in accordance with provisions of the contract agreement;

Confers with the Deputy Commissioner regarding fees to be charged, collection, accounting and auditing procedures, safekeeping of monies and supplies, and purchase of supplies and equipment;

Coordinates preparation of the annual golf course budget, maintains records supporting the golf course's financial transactions;

Provides for the security of all County property and equipment installed or maintained at or adjacent to the County's golf courses, and establishes procedures to insure the personal safety of golfers and County employees;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Makes frequent inspections of the County's golf facilities to insure that high standards of efficiency, courtesy and customer service are being observed including conferring with concessionaires in reference to service commitments in lease agreements;

Publishes local rules, policies and procedures governing administration of employees and play of golfers at the County golf facilities and serves as arbiter of disputes arising out of the official rules of etiquette of the game of golf;

Maintains records reflecting public participation in the County golf activities and reviews and responds to the division's correspondence; and supervises the maintenance of such files;

Coordinates activities of the golf courses with other management personnel in the department; attends meetings, and may represent the department in golf-related conferences.

Coordinates business plans for each course and works with contractual management at Hudson Hills Golf Course;

Oversees contracts of the Golf Course Professionals and seek their input on course related items;

Oversees Golf Course sales and marketing, including customer outreach and retention programs;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the rules of the game of golf, the design and layout of golf courses and the management of multiple golf facilities; thorough knowledge of the techniques of modern golf course management; thorough knowledge of the principles and practices of leisure recreation; ability to coordinate the work of maintenance and operational personnel; ability to manage the business aspects of the several golf courses; ability to work effectively with users in the preparation of the golf program to interested groups; ability to effectively use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; ability to maintain records and prepare reports; initiative; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* and four years of experience where the primary function of the position was golf course management, two of which must have been in a supervisory capacity;

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post secondary degree granting institution.

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Job Class Code: C3149
Job Group: XIII

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EXPERIENCE

County of Westchester, Ardsley, NY - *Director of Golf Operations*

February 2003 - PRESENT

- Plan, organize, develop and manages the six golf operations
- Marketing and administration of the County wide golf programs
- Manage all facets of operation and management of all six courses
- Train new employees on proper protocols and customer service standards
- Assist in recruiting, hiring and training of team members
- Handle problematic customers and clients
- Deliver business strategy and develop systems and procedures to improve operational quality and team efficiency
- Provide exceptional course conditions and playability for all customers
- Manage purchasing of all products for operations efficiently
- Promote positive customer experience through day-to-day supervision and management of all six courses

County of Westchester, Mt. Kisco, NY - *Assistant Director of Administration*

December 1998 - 2003

- Assist in the performance and supervision of Administration services
- Budget preparation, forecasting, cost accounting, manage personnel administration, permit office, clerical staff
- Prepare auditing functions and revenue reports

EDUCATION

Mercy College, Dobb Ferry, NY - *Bachelor of Science-Finance and Accounting*

September 1973 - May 1975