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Job Description

[Department of Human Resources & Organizational Development](#)

Position NO: 003

\$70,000-\$95,000 annually + Benefits
Competitive Compensation Package
Exempt

Director of Golf

POSITION OVERVIEW

Join the team at Missouri City's Quail Valley Golf Course, a premier golf destination, where you'll have the opportunity to lead a dynamic team and drive excellence in golf operations. This role offers a unique blend of leadership, customer service, and operational management, with room for professional growth and innovation.

The following is a sample of the knowledge, skills and abilities required for this position, and not a complete list of duties or responsibilities.

Essential Responsibilities

- Plans, promotes and directs all golf activities including daily management responsibilities.
- Leads and selects, supervises, trains and evaluates staff in the provision of innovative golf experiences.
- Cooperates with the Course Superintendent relating to maintenance issues that affect the playability of the golf course.
- Creates innovative opportunities for staff and customers through golf events, lessons, facilities, and engagement.
- Establishes opportunities for career growth and professional development within Golf Operations.
- Provides exceptional customer relations and ensure the highest quality of customer service.
- Oversees and enforces the golf shop operations policies, procedures, controls and fee structures to ensure the safekeeping of assets, inventory and resources.
- Attends and/or chairs staff meetings focused on customers, operations, revenue growth, cost containment and continuous improvement.
- Prepares annual and monthly budgets for golf operations; takes corrective actions as necessary to help assure that budget goals are attained.
- Creates and executes short term and long term operational and financial plans to improve quality and financial results.
- Oversee golf marketing initiatives including all promotional materials, play recruitment, yield management, golf packages, and outside events.
- Develop and oversee an innovative tournament schedule and golf activities program that services all customer segments
- Develop and oversee golf instruction, clinics, golf schools, and player development programs.
- Establishes Golf Operations guidelines for employees to easily understand expectations and parameters.
- Maintains constant communication between departments and keeps other departments informed about special programs and events.
- Enforces all rules and regulations governing the use of the golf course, golf carts and golf facilities in accordance with all policies.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Maintain PGA of America membership in good standing in an active classification
- Actively pursue PGA membership (if a PGA Apprentice) in a timely manner through the PGA Professional Golf Management (PGA PGM) program
- Fundamental knowledge of the game of golf, rules of golf, golf facility operations and tournament operations
- Fundamental supervisory practices and principles
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Strong organizational, planning and prioritization skills
- Highest levels of integrity and ethics
- Self-motivated with desire to promote and market
- Service and customer focused attitude
- Experienced in written and oral business communications
- Remain up-to-date on customer relationship management tactics and strategies
- Experienced computer user including; Microsoft Word and Excel. Proficient in other applications, i.e. email, internet, tournament and database
- Maintain and promote a positive professional image within the community
- Attend conferences, workshops, meetings, and trade shows to keep abreast of marketing and business trends
- Maintain a credible golf game and remain current on teaching innovations

EXPERIENCE AND EDUCATION REQUIREMENTS *(The following is a sample of the minimum qualifications or requirements the Human Resources & Organizational Development Office will use to evaluate applicants for this position.)*

Bachelor's degree in business management, golf operations or a related field is preferred.

Three (3) years management experience in the golf industry; Golf pro shop, clubhouse operations or course management experience preferred.

P.G.A. Class A certification status or progress of PGM 3.0/3.1 preferred.

An equivalent combination of education and experience is acceptable.

The Department of Human Resources and Organizational Development may consider an equivalent combination of education, training and/or experience.