



JOB POSTING

Date of Notice: March 10, 2010
Position Title: Head Golf Professional – Pacific Dunes
Job Location: BANDON DUNES GOLF RESORT
Position Reports To: Resort Head Professional
Application Closing Date: Until Filled
Send Application To: Human Resources
Bandon Dunes
57744 Round Lake Drive
Bandon, OR 97411
541-347-5850 (fax)
jobs@bandondunesgolf.com

Primary Duties and Responsibilities:

- Implement applicable Company operating, human resources, and safety policies and procedures pertaining to golf shop, and practice center activities.
- Handle cash flow in the golf shop, ensuring that cash and credit card charges balance with sales receipts in accordance with operating procedures.
- Plan and schedule work duties of department personnel. Monitor performance to ensure customer service standards and productivity goals are achieved. Keep overtime hours to a minimum.
- Ensure that the golf shop, storage areas, and grounds are maintained per Company cleanliness and appearance standards. Maintain clean, presentable and fully stocked merchandise displays.
- Ensure accurate tracking of types and quantity of golf rounds played. Monitor customer preferences, usage patterns, and satisfaction with Company products and services. Assess the quality of internal and/or external customer service and speed of play. Recommend plans for continued improvement.
- Interact with guests in a congenial and professional manner.
- Maintain pleasant and professional telephone manner at all times. Schedule tee times and handle customer inquiries and/or complaints in accordance with operating policies and procedures.
- Assist with individual and group lesson programs and golf clinics.
- Work with golf associations and other groups to assist with tournaments and group outings.
- Be fully knowledgeable of golf shop merchandise. Sell merchandise and/or provide suggestions to patrons as appropriate to meet their needs.
- Ensure that ancillary services including, but not limited to, the handicapping system and guest programs facilities are efficiently organized and meet customer needs.
- Represent the Company in meetings and/or presentations with various clients, municipalities, and other outside agencies. Participate in due-diligence site visits and provide market analysis for various projects, when requested.
- Manage employment activities for applicable staff members, including but not limited to, personnel recruitment and selection, performance evaluations, training, compensation, discipline and termination, etc.
- Maintain knowledge of current and projected industry developments through continuous attention to golf industry periodicals and participation in relevant trade associations and organizations.

Qualifications:

- BA / BS degree, preferred.
- PGA Class A credentials
- Min 3 years management experience, preferably in the golf or hospitality industry.
- Demonstrated experience and capability in the areas of fiscal management and staff management. Retailing, marketing, and/or sales and customer service, guest relations experience preferred.
- Proficiency with computer software including word processing and spreadsheets.
- Demonstrated quality written, verbal, interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.

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- Positive attitude, professional manner and appearance in all situations.

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