



GOLF DIRECTOR

PRIMARY JOB PURPOSE

This position is responsible for efficiently managing golf-related activities, including the Pro Shop, Golf Academy, and course maintenance. The goal is to develop and implement a clear strategy for golf operations that provides exceptional experience for all golfers, increases rounds played, and boosts revenue across all areas, thereby maximizing profits. The role involves managing and developing staff in golf operations, ensuring that policies, procedures, and controls are in place and effectively managed. Additionally, it is essential to maintain and safeguard all assets, inventory, and resources.

KEY RESPONSIBILITIES

- Develop and implement strategies aimed at improving the overall golf experience for Members and Guests.
- Member and Guest Engagement: Maintain a high visibility with Members and Guests, ensuring a strong presence on the courses, especially during peak times.
- Golf Operations Management: Plan, promote, and oversee all aspects of golf operations, including booking systems, check-in processes, caddie and cart management, course and range conditions, competitions, pro shop services, tournaments, handicapping, and scoring.
- Daily Operations: Manage the day-to-day golfing operations, including staff management, pace of play, accurate billing, and control of the tee sheet.
- Event Management: Coordinate and promote Club events, corporate golf events, member tournaments, and AGMs, ensuring all activities are smoothly executed.
- Oversight of Golf-Related Facilities: Supervise the Pro Shop, Golf Academy, and Course Maintenance partner to ensure all services align with Club culture and standards.
- Policy and Compliance: Interpret and enforce all policies, rules, and regulations as outlined in the Club's Constitution, Rules, and Bylaws. Address disciplinary matters concerning Members and Guests when necessary.
- IT and Software Management: Oversee all golf-related IT and software systems, ensuring seamless integration and usage.
- Record Keeping: Maintain accurate records for important golf-related information, such as handicap data, tournament results, billing sheets, void reports, and prize sheets.
- Member Service: Address member (golfer) queries or requests in a professional and timely manner, ensuring an exceptional customer experience.

- Communication and social media: Work closely with the Marketing department to ensure all golf-related communication and social media content is consistently updated and accurate.
- Merchandise Management: Design, order, and manage the production and distribution of golf-related merchandise, such as diaries, scorecards, and Golfer's Guide booklets and well as pro shop merchandise and equipment.
- Personnel Management: Oversee and manage all golf operations staff, pro shop personnel, caddies, and independent contractors, including teaching professionals and the course maintenance team.
- Staff Training and Development: Implement effective training programs to foster staff development and maintain high operational standards.
- HR Responsibilities: Manage staff rosters and other HR-related tasks in accordance with Club policies.
- Golf Development Programs: Promote and oversee golf development initiatives, supporting the growth and engagement of Members.
- Course Maintenance Oversight: Supervise the Course Maintenance management team, ensuring optimal course conditions, cost control, and efficient management of assets, inventory, and resources.
- Budget and Financial Management: Prepare, manage, and report on budgets, forecasts, and financials related to all golf activities.
- Collaboration and Engagement: Engage with various Committees, golf schools, and management teams to ensure alignment with the Club's strategic goals and objectives.

PERSONAL ATTRIBUTES & SKILLS

- A Qualified PGA professional licensed by the Professional Golfers Association of South Africa is preferred but not essential.
- 2 Years' experience in a similar role or a minimum of 3 years' experience in a managerial role.
- Strong organisational, planning and prioritization skills.
- Must be able to work under pressure and meet targeted deadlines.
- Excellent member relations / customer service skills – must be friendly and personable.
- Be a credible golfer with extensive knowledge and understanding of golf.
- High degree of interpersonal skills required and able to interact with individuals from various backgrounds.
- Excellent communication skills (written and verbal).
- Must be output-driven and able to deliver results and implement projects.
- Great leadership and personnel management skills, able to train and develop staff members.
- Computer literate with relevant experience in software applications, computerized POS, management systems, tee time systems. Knowledge of Jonas Club Management Software will be an advantage.
- Reasonable level of financial skills to develop and manage budgets and reports.

MINIMUM / PREVIOUS EXPERIENCE

- Minimum 2 Years' experience in a similar role
- Minimum 3 years' experience in a Managerial role.

QUALIFICATION

- Matric or equivalent
- Diploma or tertiary qualification (preferred)
- PGA Qualification (preferred)

PROPERTY

- Woodmead

APPLY NOW!

APPLICATION PROCESS:

Interested applicants must complete the application form and submit it along with their CVs to careers@ccj.co.za no later than **21st March 2025**.

Please consider your application as unsuccessful, should you not hear from us within 1 month.