



Office of Human Resources  
Director Golf - CA2762  
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### General Statement of Duties

Directs the Denver Municipal Golf Division of the Department of Parks and Recreation including developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards.

### Distinguishing Characteristics

There are three general management classes (Manager, Director, and Executive) and specific individual management classes. The Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

The Executive is the highest level of management class in the city other than appointees or elected officials. An Executive directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

### Level of Supervision Exercised

Directs a division of a department by supervising golf professionals, supervisors, and other individual contributors.

### Essential Duties

Directs the Denver Municipal Golf Division which is responsible for the operation and maintenance of all city-owned golf courses including Golf Administration, concessionaires, Aqua Golf, and Junior Golf.

Develops annual and multi-year work plans and strategies to meet business needs. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to ensure success.

Ensures optimum course utilization including improvements in services and course conditions, the enhancement of the golfing experience for customers, and the development of marketing strategies and plans to optimize revenue generation.

Develops, negotiates, and administers concession contracts necessary to operate golf facilities and other golfer services and determines the yearly fee structure for goods and services.

Determines what equipment needs to be purchased, repaired, or leased, what type of staffing is needed for each golf facility, and what capital improvement/maintenance projects to implement.

Communicates business and work area plans and goals to staff members to secure buy-in. Reviews, approves, and implements recommended changes to plans and leads the development of process and/or operational improvements.

Prioritizes and allocates resources to achieve strategies. Utilizes resources to develop or expand services and/or operation. Ensures resources are utilized appropriately and do not exceed the established budget without approval.

Creates and administers policies and integrates work group procedures across work areas for consistency.

Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives.

Represents the division/department in meetings with elected and/or appointed officials and other city entities. Serves as the city representative with a variety of public, business, and community organizations. Fosters collaborative relationships to the benefit of the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Resolves escalated employee or citizen complaints including long-term resolutions in problem areas.

Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops and monitors the budget and oversees financial well-being by analyzing cost effectiveness. Directs cost control activities.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### **Competencies**

Thinking Strategically - Thinks strategically and promotes best practices and leading-edge ideas.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Persuading and Political Influence - Gains clear agreement and commitment from others by persuading, convincing and negotiating. Makes effective use of political processes to influence others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

### **Knowledge & Skills**

None

### **Education Requirement**

Bachelor's Degree in Business Administration or a related field based on a specific position(s).

**Experience Requirement**

Five (5) years of experience overseeing golf course operations such as food and beverage, maintenance, Pro Shop, Tournament Operations, finance, and/or marketing.

**Education & Experience Equivalency**

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

Possession of a Class A Member in good standing of the Professional Golfers' Association of America.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Pressure due to multiple calls, inquiries, and conflict.  
Subject to many interruptions.  
Subject to varying and unpredictable situations.  
Subject to long irregular hours.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.  
Handling: seizing, holding, grasping, or otherwise working with hand(s).  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check  
Employment Verification  
Education Check  
Licensure/Certification

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: A-816**

**FLSA Code: Y**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**