

# Transform Your Career

## Cleveland Metroparks Director of Golf Operations



**Cleveland  
Metroparks®**

Voted one of the best places to work  
in Northeast Ohio 16 times and the  
2020 Award of Excellence recipient.  
- NorthCoast 99



2021 "Best park in the nation"



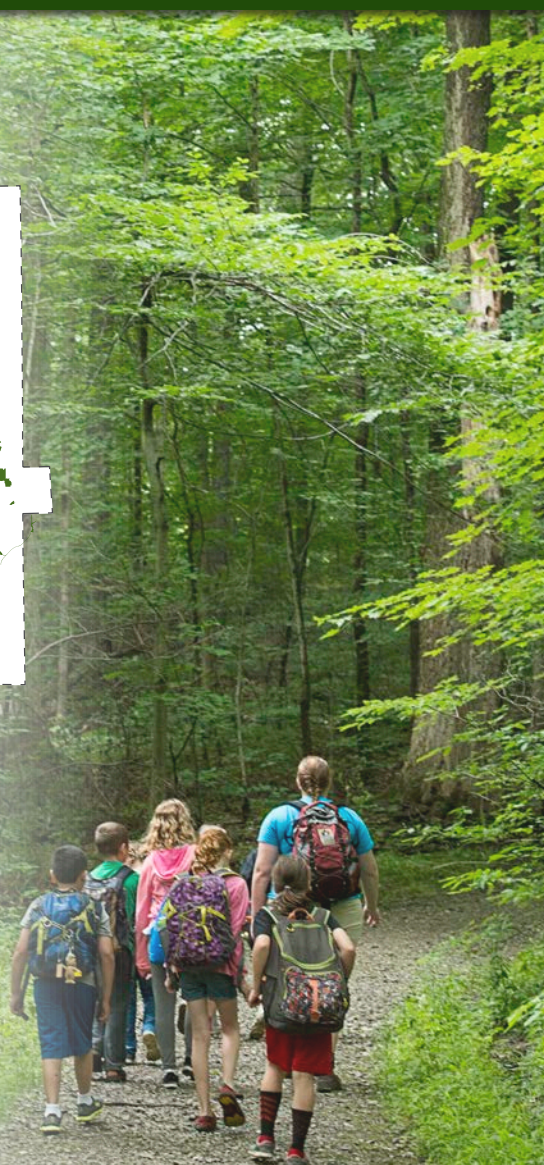
Cleveland Metroparks consists of more than 25,000 acres of land in 18 reservations, their connecting parkways and Cleveland Metroparks Zoo.



## Emerald Necklace



- Park
- Nature Center
- Golf
- Zoo
- Swim Area





Cleveland Metroparks, known as Cleveland's "Emerald Necklace," is an open space of natural beauty and diversity and is dedicated to conservation, education and recreation.



Cleveland Metroparks is an integral part of Cleveland and Northeast Ohio's regional identity. Founded in 1917, Cleveland Metroparks was the first natural-area Park District in Ohio. The system was at the forefront of the national movement to preserve areas of natural beauty for public enjoyment and improved quality of life.

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Vigilant management of funds with an eye towards the future allows Cleveland Metroparks to operate without debt. All park improvements are funded at the time they are constructed, with consideration for ongoing maintenance and upkeep factored into planning decisions. As the Park District embarks on its second century, new initiatives are envisioned to carry the legacy of stewardship forward for new generations.

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### **Cleveland Metroparks at a glance:**

- 18 Reservations
- One nationally acclaimed Zoo
- Year-round and seasonal restaurants/concessions
- Eight golf courses
- Over 25,000 acres
- Over 19 million annual recreational visits



# Cleveland Metroparks Golf Courses



Cleveland Metroparks eight golf courses are located throughout northeast Ohio and include five 18-hole courses and three driving ranges. Sleepy Hollow and Manakiki were named two of *Golfweek's* best courses to play in Ohio.

**Big Met** - Fairview Park

**Little Met** - Cleveland

**Manakiki** - Willoughby Hills

**Mastick Woods** - Cleveland

**Seneca** - Broadview Heights

**Shawnee Hills** - Bedford

**Sleepy Hollow** - Brecksville

**Washington** - Newburgh Heights





## Position Overview | Director of Golf Operations

### Summary

The Director of Golf Operations plans, directs and manages a comprehensive golf program, providing leadership and direction to Cleveland Metroparks golf operations, including clubhouse operations and course turf maintenance, in a manner that will create a favorable image, increase usage, provide outstanding services, and enhance revenue. The Director of Golf Operations assures high-quality golf services and facilities for the public's recreation and enjoyment. Plans, directs and coordinates the activities involved in complex and varied clubhouse and maintenance operations of all golf courses within the Park District. Assures a high level of services and maintenance so as to provide quality user satisfaction consistent with the Park District's mission, goals and policies. This position reports to the Chief Operating Officer.

### Candidate Profile

#### Education/Experience

Bachelor's degree from an accredited college or university in agronomy, turf management, golf course management or closely related field or equivalent combination of education and experience. Minimum of six years of progressive responsible golf course administration or related field; of which three years has been in a supervisory/management capacity, including multiple course experience. Master's preferred.

Certified golf course superintendent's Class "A" preferred.

#### Required behavioral competencies

Possesses a demonstrated ability to develop and maintain effective working relationships with stakeholders, including employees, senior management, board members and the general public. Proficient golfer; and possesses an in-depth understanding of the sport of golf. Understands course pumps and irrigation systems. Ability to organize and effectively manage a diversity of program services, park operations, maintenance, construction and natural resource management; ability to convey and instill a solid philosophy of park recreation and conservation services to Park District staff and park visitors. Demonstrates effective management skills, including verbal and written communication, problem solving, vision, participative management style, collaboration, leadership, and decision making to analyze diverse facts, develop clear concise reports & recommendations.

#### Other Requirements:

- Must be non-smoker/tobacco user
- Must have a good driving record (less than six (6) active points on driving record at the application stage of the hiring process) and possess a valid Ohio driver's license



Evaluation of this position is based primarily on performance of the following essential functions, which include, but are not limited to:

### **Essential Functions:**

- Effectively supervises assigned employees, including the following:
  - Interviews, selects and trains employees
  - Coaches employees in proper job performance techniques and procedures
  - Directs work of employees and sets/adjusts hours of work
  - Maintains records on employee productivity and appraises employees' productivity and efficiency to recommend promotions or other changes in status
  - Handles employee complaints and disciplines employees when necessary
  - Apportions work among different employees
  - Monitors or implements legal compliance measures
  - Determines the type of materials, supplies or tools to be used by employees and controls the flow and distribution of materials and supplies
  - Provides for the safety of employees and the property of Cleveland Metroparks.
- Regular and predictable attendance is expected and required. All Cleveland Metroparks employees must be prepared to work flexible schedules, including evenings, weekends and/or holidays as required.
- Plans, directs, oversees and manages golf turf and clubhouse operations, including budgeting, revenue, staffing, golf programs, daily operations, retail operations and special events, etc. Develops and recommends plans for future golf programs and facilities.
- Evaluates golf turf maintenance and clubhouse operations. Initiates steps that will improve levels of efficiency and quality.
- Works closely with the Chief Executive Officer and Chief Operating Officer in developing guidelines for Park District goals and policies regarding the golf courses. Implements Golf Operations (turf and clubhouse operations) policies and procedures to golf management and employees.
- Directs golf managers and clubhouse managers in developing work plans, including priorities to assure maximum utilization of personnel, supplies, equipment and other resources.
- Effectively supervises assigned employees through planning, organizing and prioritizing work assignments. Effectively communicates and instills teamwork among assigned employees through staff meetings, written communications and schedules work review sessions. Encourages a consistent flow of communications in a manner that will assure a clear understanding of division needs and issues, promoting sound teamwork and problem resolution.
- Develops, implements and maintains an aggressive revenue generation program. Works closely with Department of Marketing to develop advertising and promotions; secures sponsors for events, initiatives and services. Evaluates golf operations to determine if desired results are being achieved.
- Develops and manages operating and capital budgets for Golf Operations in a manner that assures effective use of financial resources. Directs purchase of materials and services in accordance with Park District guidelines and policies. Coordinates with appropriate managers in preparation of budget and budget administration.
- Participates in long-term and short-term planning within the division and as required, District-wide. Communicates, exchanges information, and provides constructive input to assure that long- and short-term planning initiatives are compatible with Golf Operations goals and the mission of Cleveland Metroparks.
- Coordinates with Natural Resource personnel in developing and implementing natural resource plans and programs on golf courses.
- Develops and actively maintains effective working relationships with local officials, organizations and the general public to assure sound and constructive relationships within the golf operations division.
- Provides public information in response to inquiries with respect to golf courses.
- Works with Chief Operating Officer or Director of Construction in scheduling specialty equipment and work crews; exchanges information with Park Operations to assure efficient golf operations.
- Assures the proper preparation of personnel records for submission to District payroll coordinator; accomplishes performance evaluation of golf course managers. Supports performance management system within the golf operations division.





### **Other functions**

- Updates and enhances own knowledge by involvement in continuing education for professional growth (i.e., attends relevant conferences, seminars and certification programs).
- Keeps the Chief Operating Officer promptly informed of key/significant issues or concerns.
- Carries out duties and responsibilities in a safe and efficient manner to maintain a safe work environment and surrounding area for oneself, co-workers and public. Responds to hazardous situations and/or potentially unsafe conditions by taking corrective action as capable and promptly notifying supervisory personnel.
- Supports Cleveland Metroparks policy of non-discrimination of employees in the workplace and maintains a workplace free of harassment. Seeks to achieve cultural diversity within golf operations division.
- Performs related duties as assigned or apparent.

### **Cleveland Metroparks offers an attractive benefit package which includes:**

- Membership in the Ohio Public Employees Retirement System (OPERS)
- Vacation and Sick leave programs
- Comprehensive healthcare benefits
- Paid life insurance
- Deferred compensation program
- Long-Term Disability coverage
- Employee Assistance Program

The salary will be determined based on the experience and qualifications of the successful candidate.

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Confidentiality is assured until a background check is completed on the selected finalist.

Cleveland Metroparks is an Equal Opportunity Employer committed to a diverse and talented workforce.

**To apply, visit [clevelandmetroparks.com/careers](http://clevelandmetroparks.com/careers)**