



FIRST ASSISTANT GOLF PROFESSIONAL

ABOUT GREATHORSE

GreatHorse is a family-owned and extremely high-end, private full-service country club located in Hampden, Massachusetts near Springfield, Massachusetts and Hartford, Connecticut. This new premier property opened in June 2015 after an expansive rebuild of the golf course and construction of a 30,000 sq.ft. clubhouse situated high on a ridge facing west toward the Berkshires. Club amenities and services include: an 18-hole championship golf course, a driving range and short game practice area, an indoor teaching center, golf simulators, tennis courts, platform tennis courts, an outdoor pool with cabanas, a fitness center, five guest rooms, private event space, spa service, concierge services, men's and ladies' locker rooms, and a veranda offering scenic views of the golf course and Berkshire mountains. Dining outlets include a main dining room, outdoor veranda and a bar and lounge area. Separate from the clubhouse is a new state of the art private event facility that capitalizes on scenic views of include the golf course and Berkshire Mountains. Additional amenities in the planning and construction phases for the 2016 season include: the golf performance center, a tennis hut, and lodging.

POSITION DESCRIPTION

Reports to: Head Golf Professional

Direct Reports: Assistant Golf Professionals
Outside Services

Coordinates with: Retail Manager

Overview: Works closely with Head Golf Professional to ensure an exceptional golf experience that exceeds member expectations. This position will strongly assist with supervising and managing golf staff, assisting and administering golf instruction programs, enforcing course policies, assisting with event and tournament operations and supporting retail operations. As an integral member of the team, the First Assistant must lead by example, taking a proactive position in all issues concerning the golf shop and member services. Additional duties may be assigned as required.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Maintain a positive and enthusiastic interaction with members, guests and staff.
2. Monitor the member and guest experiences and take appropriate action to ensure the best customer service.
3. Assist in hiring and training the most qualified personnel for pro shop staff and outside services.
4. Coordinate and administer the daily work schedule of the pro shop staff and outside services.
5. Assist in all Men's, Women's and Club Events as directed by the Head Golf Professional.



6. Manage the staff in their maintenance of daily cash receipts and accounts receivable charges.
7. Support the Head Golf Professional and Retail Merchandiser with daily and monthly merchandising needs such as complete product knowledge, ordering and displaying of merchandise, maintaining proper inventory levels, and keeping the golf shop in a clean and orderly manner at all times.
8. Monitor all aspects of play including starting, monitoring pace of play, safety on the course and golf course markings.
9. Teach and Promote the Game of Golf.
10. Maintain open lines of communication and work closely with the Head Golf Professional on the performance of both the inside and outside staff through regular staff meetings and specific feedback.
11. Shall be available for meetings requested by management and provide professional advice and opinions which are deemed beneficial to the Club.
12. Assumes Head Golf Professional's duties in his absence.
13. Represent the club in various other golf related functions, which would promote good community relations and exposure for the Club.
14. Cooperate in performing any other duty deemed reasonable and necessary by the Head Golf Professional or management.

CANDIDATE QUALIFICATIONS:

- PGA Certification
- Four year undergraduate degree preferred
- Minimum three years as golf professional preferred
- Excellent communication skills, both verbal and written
- Solid computer skills, including IBS POS, Microsoft Outlook, Word and Excel
- Proven leadership
- Reputation for quality and attention to detail
- Ability and willingness to work long hours and weekends as demanded by business cycles

Interested and qualified candidates can send their cover letter, resume and references by email to Barbara McAuliffe at bmcauliffe@greathorse.com. Cover letters should be addressed to:

Mr. Billy Downes, PGA
Head Golf Professional
GreatHorse
128 Wilbraham Road
Hampden, MA 01036