

Assistant Operations Manager

Job Description

Position Title:	Assistant Operations Manager
Division/Department:	Golf Operations
Reports to:	Belmont Head Professional
FLSA Classification & Position Type:	Hourly Exempt / Full time
Supervisory Position:	Supervisory
Location:	Belmont Golf Course 1600 Hilliard Rd, Richmond VA 23228

JOB SUMMARY

First Tee – Greater Richmond (FTGR) is a youth development organization that uses the game of golf and its inherent values to shape the lives of young people from all walks of life. We are strengthening the character of the community by providing programs that build resilience, teach critical life skills, and an innovative approach to golf.

We are looking for a dedicated and outgoing Assistant Operations Manager to help carry the culture of providing a new golf experience connecting the history of the game to the future of golf. Our facility is focused on making golf more accessible, inclusive, and time efficient. We are looking to build a culture where all golfers feel welcome and enable our team to grow themselves and the game at our facility. Our ideal candidate looks to own aspects of the day-to-day operations and help create efficiencies in the operation while growing the positive experience of staff and customers alike. Above all, our Assistant Operations Manager will be a representative of First Tee – Greater Richmond and our mission.

Belmont Golf Course was built in 1917 by Hall of Fame architect A.W. Tillinghast as Hermitage Country Club. In the 1930's and 1940's, the course was a frequent stop for the PGA hosting the Richmond Invitational and 1949 PGA Championship. Legends like Ben Hogan, Sam Snead and more walked these hallowed fairways. In 1977, Hermitage Country Club built a new facility west of Richmond and Henrico County purchased the course and named the property Belmont Golf Club. Operated by the county until 2019, First Tee – Greater Richmond leased the course and conducted a \$5M renovation to the golf course converting it to a 12-hole course (Belmont), a 6-hole course (Little Bell), and an 18-hole putting course (Ringer) with practice facilities that rival that of the best private clubs. We've hosted and will continue to partner with golf societies with The Golfer's Journal, Lie and Loft, Fore the Ladies and more.

The Assistant Operations Manager is responsible to supporting the actioning of our culture and business support operations at our inclusive and friendly facility. Concurrently, the facility in

addition to always maintaining the highest quality service. This role helps with maintaining facility policies, procedures, and holding the staff accountable for daily activities. Above all, this person will convey First Tee's brand image to all parties in the community – First Tee participants, parents, patrons, teachers, volunteers, and donors.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Lead assigned aspects of the day-to-day operations and ensure a sustainable process within the operation.
- Push information to the Senior Assistant and Head Professional to help shape the operation and enhance the operational success of the team.
- Lead inventory management of stock items and support the order process.
- Always monitor and improve standard operating procedures, emergency and safety plans, and best practices in facility operations.
- Support customer, member, and organizational partners to develop engaging events, merchandise opportunities, and membership campaigns.
- Communicate the mission, values, and operating principles of the organization to employees, members, and other guests.
- Oversees the care and maintenance of all physical assets and buildings.
- Be the managerial lead in the absence of the Senior Assistant Professional and Head Professional.
- Perform additional responsibilities related to the success of the organization.

JOB REQUIREMENTS AND QUALIFICATIONS (education and experience)

- Requires a valid Driver's License.
- Requires experience in a customer service focused organization and managing people.
- Successful track record of creating and implementing proactive team communication, facilitation, problem-solving, and decision making
- Knowledge of and commitment to the goals and philosophy of First Tee
- Skills in transaction management and process monitoring preferred

Benefits

- 401k with Organizational Match after one year
- Medical, Dental, and Vision Insurance
- Profit Sharing

OTHER INFORMATION AND EXPECTATIONS

- Maintains adherence to the organization's policy on confidentiality in all matters regarding personnel, financial, volunteer, and other business information about the organization.
- Seeks and participates in continuing education or professional development related to the position, the organization, or both.

WORK ENVIRONMENT, TRAVEL AND EXPECTED WORK HOURS

This position is performed in a golf course environment with office work such as staff scheduling, budget oversight, performance reviews, and inventory management. Typical days and hours of work will fluctuate with evenings, holidays, and weekend work as required by special events and business demands.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is required to stand; walk; sit; use hands to handle or feel objects, tools or controls; use fingers and hands to control computer mouse, type or write; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision, color vision, and the ability to adjust focus. The employee must be able to lift 50 lbs. to shoulder height.

EEO STATEMENT

First Tee - Greater Richmond provides equal employment opportunities (EEO) to all employees and applicants and does not make employment decisions because of or on the basis of race or traits historically associated with race, including hair texture, hair type, and protective hairstyles such as braids, locks, and twists, color, religion, sex, sexual orientation, gender identity, pregnancy, childbirth, or related medical conditions, including lactation, age (40 years of age or older), national origin, disability, marital status, veteran status, or any other basis prohibited by federal, state, or local law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. First Tee – Greater Richmond reserves the right to modify the scope of this position. Factors that may affect this position include, but are not limited to, those related to business needs, organizational structure, industry trends, and individual skills and performance.