

Position Description



/5Job Details

Job Title: Golf Course Team Leader

Reports to: Manager – Showground, Golf Course & Leisure Centres

Group: City Living

Position Number: CLO459

Grade: 5

Date: 2025

Objective Doc Ref:

Position Purpose/Job Summary

This position is responsible for the efficient and effective leadership of the Golf Course Customer Serve Team and overview of the on-course maintenance contractor. It is vital for co-ordinating a number of duties within the branch including the pro shop retail, contractor management, driving range & course presentation.

Co-ordinating an effective and total customer experience for people seeking any of the Pro Shop and Course products or services, ensuring that all inquiries are dealt with in an accurate, informative, and timely manner whilst maintaining a positive image for the Golf Course.

This position is expected to receive and deal with enquiries, coordinate fees and charges, oversee contractor works, develop and implement procedures, develop visitation data, provide input into the monthly reports, supervise staff and ensure the presentation of the Pro Shop, Driving Range and surrounds are presentable and ready for use.

The position directly engages with the community in the management of customer requests to resolution, internal working parties with external representatives, and external agencies in the provision of services.

Reporting directly to the Manager, this hands-on role offers a unique opportunity to work across golf retail, member engagement, competition management and golf cart operations - all within a supportive, community-focused environment.

Key Functions

1. Maintain aesthetic appeal of venue with appropriate and accurate information displayed.
2. Present accurate and timely information and reports to the Manager.
3. Coordination of memberships, including marketing and communications to prospective, current and expired members/players using both legacy media and social media.
4. Accurate recording and management of golf bookings, enquiries & course maintenance.
5. Provide supervision, guidance and leadership to maintain and increase staff performance and motivation.
6. Starting and Managing competition fields from the Golf Shop.

Position Description



7. Presenting, maintaining, and cleaning a fleet of motorised carts
8. Maintenance of the driving range - picking up range balls and range baskets after use.
9. Assist in the delivery of retail sales and merchandising.
10. Maximise course usage through efficient tee-time and competition bookings
11. Liaise with the Manager and Greenkeeping teams to ensure smooth course operations
12. Working hours for full time employees is 35 hours per week. The nature of the Golf Course business may require these hours to be rostered over 7 days. Hours of operation are between 5am to 8pm Monday to Sunday. However, commencing and finishing times are flexible and depend on operational needs. This position may involve working weekend shifts.

Selection Criteria - Knowledge, Skills, Qualifications and Experience required

Essential:

The incumbent requires knowledge & skills in all the Golf Course functions, methods and operations and will be the office expert in the role & will be first level management. A range of systems & processes are available to undertake the work.

- Application of technical, analytical, creative thinking and problem solving skills.
- Project management delivery with internal and external customer/contractor relationship building.
- Demonstrated understanding of the golf industry – prior hands-on experience within a golf operation or similar.
- Comprehensive experience in the delivery of quality Customer Service.
- Comprehensive experience in staff management and team leadership
- Comprehensive experience in account reconciliation and bookkeeping
- Comprehensive experience in cash handling and financial control systems
- Advanced communication (written and oral), conflict resolution, interpersonal skills and organisational skills
- Ability to work under pressure, deal with high volumes of work efficiently and within timeframes
- Computer literacy, competence in business systems
- Demonstrated experience in developing promotional strategies and material.
- Ability to demonstrate flexibility, diplomacy and confidentiality.
- Ability to analyse options, make decisions and exercise sound judgment.
- Good ability to work unsupervised
- Experience in stock control, ordering & despatch. (retail and kiosk)
- Experience in purchasing (retail and kiosk)
- Experience in Access, Word, Excel & Powerpoint
- Good promotional skills
- Proficient use of POS systems
- This position is classified as a child related role. Applicants are required to have a valid Working with Children Check Clearance Number.

Key Accountabilities– Position Specific

1. **Provide leadership to a multi-disciplined team in the provision of high quality customer service and coordinated access to programs and services**
 - Maintain an appropriate level of suitably qualified staff to ensure full administrative and customer service operations.

Position Description

- Ensure that the Customer Service Team projects the professional standards and quality of service desired by the organisation.
- Maintain an excellent level of communication with all staff and develop teams/individuals to enhance performance.
- Manage quality client services ensuring staff are empowered and embrace customer service values.
- Ensure all Customer Service Team are in uniform (including name badge) at all times projecting a professional image of the course. Review uniform periodically, order and maintain adequate stock.
- Have a high level of knowledge in all products and services offered by the site including sales and processing of memberships.
- Respond to customer feedback and complaints, maintain customer feedback data base and respond according to customer service standards.
- Report on inspections, contractor management, safety, customer matters requiring escalation, works orders and capturing quotations on maintenance work.

2. Assist in recruitment, selecting, rostering and training of Customer Service staff.

- Organise and participate in staff recruitment/selection process and training.
- Assist in ensuring appropriate levels of qualified staff are available ensuring the efficient operation of services.
- Identifying the training needs of staff, providing, and arranging timely training as required. Participate in and implement a system to enable Customer Service Staff to participate in training and development and oversee the implementation of staff training plans
- Provide comprehensive training in:
 - Customer service
 - (ii) Computers and POS system
 - (iii) Membership services and sales
- Conduct annual performance appraisals of staff with bi-annual reviews.
- Contribute to the development of a workplace learning environment and respond to the changing environment to achieve organisational goals
- Performance Manage staff where necessary.

3. Provision of administrative & reception services at the Course

- To implement and monitor all administrative systems in order to be organised and have knowledgeable staff.
- Completion of weekly tasks such as banking, payroll, cash summary sheets, petty cash, processing of orders, invoices
- To complete all tasks assigned and to assist Manager as requested.
- Type reports, letters and correspondence as requested.
- Operate and maintain a range of office equipment to complete routine tasks.
- Raise invoices (school groups, purchases, driving range), reconcile with payments.
- Cross check incoming invoices for accuracy before processing.
- Order stationary, monitor supplies and budget.
- Raise and authorise purchase orders using Council on-line requisition system.
- Maintain and review policy and procedures.
- Ensure accurate records for petty cash system.
- Maintain/ update filing systems.

4. Contribute to the development and production of promotional material.

- Data entry and maintenance of data bases

Position Description



- Organise catering (morning/afternoon tea, supper for meetings) as required
- Co-ordinate meetings, appointments and interviews etc.
- To facilitate regular staff meetings, attend Senior Staff meetings and record minutes.
- Ensure rosters are operational and shifts covered at all times.
- Co-ordinate all I.T (software/hardware) requirements, customise and maintain POS, and liaise with internal and external service contractors.
- Liaison with Social Clubs & other clients regarding use, hire & invoicing etc.
- Facilitate bookings of programs, tee times, driving range for internal and external players.

5. Accurate and efficient recording of all financial transactions, client statistics & customer feedback

- Manage the cashiering functions with focus on accuracy, procedural exactness, security and service.
- Consolidate end of shift reports and prepare daily reconciliation paperwork to be forwarded to Council accounts department.
- Monitor all change float transactions.
- Crosscheck all armaguard/ECS (security cash pickup) transactions.
- Produce monthly reports that consolidate all areas of operation and include comparative figures for previous years. Produce accurate records of attendances, sales and course bookings for inclusion in quarterly reports to Council.
- Perform random audits and monitor monthly cash reconciliation reports for all customer services staff.
- Consolidate monthly statistics for customer feedback

6. Monitor and control retail items, food and beverage operations including security, purchasing and stock control

- Monitor budget for the purchase of kiosk, pro shop and retail items and perform regular competitor price check analysis.
- Maintain stock levels and authorise orders from suppliers.
- Product selection and display, review suppliers.
- Stock rotation and product wastage.
- Review product pricing policy.
- Monitor hygiene practises and cleanliness of areas.

7. Assist in the development & monitoring budgets and input into annual business plan.

- Plan and incorporate seasonal factors and review priorities.
- Establish separate strategies for facilities, services, finance and promotional areas.
- To review & implement an approved schedule of fees for all activities

Key Accountabilities – Core

1. Use Corporate IT Applications/Systems, ensuring compliance with Council standards and policies, to facilitate achievement of required outcomes.
2. Comply with the requirements of Council's Work Health Safety Management System (WHSMS) and fulfil relevant WHS responsibilities as per WHS-01.1.1 Responsibilities, Authority and Accountability Guideline whilst employed by or acting on behalf of the Council
3. Comply with the reasonable requests and directions of management whilst employed by or acting on behalf of the Council. This includes undertaking other tasks or duties that may be allocated from time to time

Position Description



4. Comply with Council's Code of Conduct, policy and procedures whilst employed by or acting on behalf of Council
5. All employees are required to treat colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions, as well as report any suspected case of discrimination or harassment that they witness. This requirement is in accordance with Fairfield City Council's Values and commitment to equal employment opportunity and a workplace free of discrimination and harassment.

Reporting Relationships

Direct: Up to 4 Customer Service Officers as of

- 2 Permanent Part time positions
- 2 Casual positions

No. of Indirect:

Contactors, internal trades, suppliers and members.

Key Relationships

1 Internal

Communicating with

Nature of Communication

Manager

Nature of communication may be via verbal and written communication on a daily basis.

Customer Service Officers

Senior Staff within the Branch

Reason for communication is to inform, instruct and assist in effective management of the Customer Team and Golf Course.

Golf Course Staff

Monitor and co-ordinate maintenance and upgrade works.

City Living Department

Other departments of Council including the Depot and Councillors
Trades

Key Relationships

2 External

Communicating with

Nature of Communication

Position Description



General Customers	To give and receive information and provide service
Suppliers, Contract Personnel	To be proactive in an effort to assist, influence and resolve issues with the Golf Course while meeting customer's requirements.
Community Groups	To give and receive information and provide service. Develop relationships.
Schools	Make and confirm booking and tee times along with payments.
Members	
Social Clubs	

Position Dimensions

As per Delegation of Authority.

- Responsible for Centre Credit card \$5000 limit
- Sign cheque requisitions & authorise refunds to the maximum value of \$1,000.
- Sign for petty cash voucher to limit \$100
- Staff appraisals
- Raise and authorise orders to maximum value of \$5,000.
- Sign Customer Service Officers Timesheets (direct reports)

This position is required to make decisions on workflow, team performance, and rostering to ensure the smooth running of the Team.

Decision making Authority & Accountability

- The City Manager authorises you to take the actions required to make your workplace safe and to fulfil your WHS responsibilities in WHS-01.1.1
- Policy and procedures are readily available however the Customer Service Team Leader is required to choose the appropriate process. Unusual problems may be referred for clarity of direction.
- Knowledge of the structure, functions and processes the Golf Course is required to competently complete the tasks required in this position. Decisions made by the Golf Team Leader affect the work and activities of others within the Customer Service Team.
- Frequently the occupant will be required to determine priorities, make decisions and resolve issues without reference to Managers or specialist staff.
- Customer service standards will be established. However, frequently, the appointee will be required to make decisions on the level of service to be provided outside or beyond the agreed standards in order to satisfy an enquiry.
- The occupant will make decisions within approved delegations in relation to all customer services provided through the Centre.

The position is accountable for:

Position Description



- Delivery of high quality customer service.
- Advice given to customers.
- Observance of policies and procedures.
- Keeping Customer Service Team informed of current policies.

Problem Solving

Judgement and problem solving refers to the demand of analysis and evaluation and issues and the need for creative reasoning and innovative decision making.

- The Golf Course Team Leader will have a high level of independence in solving problems and using judgement. Problems can be multi-faceted requiring detailed analysis of available options to solve service problems.
- The Golf Course Team Leader directly supervises a team of employees, including managing performance, identification of training needs, and assisting in the selection and recruitment of new staff.
- Ability to identify and respond to customer needs in a culturally diverse environment.

Competencies

Performance in this role will be assessed on core competencies that apply consistently to all jobs within Council. Each year performance criteria including relevant job specific competencies (identified in the Job Specific Skills Dictionary) and an Individual Work Plan will be negotiated and established in consultation with your manager.

Signature

Employee:	Signature	Date
Authorised by: (Manager)	Signature	Date

