

**DEPARTMENT:** NCDPW - PARKS DIVISION  
**CLASSIFICATION:** COMPETITIVE  
**APPROVED:** DECEMBER 3, 2025

### **PRO-SHOP OPERATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for operating the pro-shop and for scheduling play, special events, and activities at the Niagara County Golf Course in order to maximize usage of the golf course. The incumbent receives general direction from the Golf Course Operations Director. Direct supervision is exercised over the work of seasonal golf course personnel assigned to the pro-shop. Performs related duties as required.

### **TYPICAL WORK ACTIVITIES:**

1. Operates the Niagara County Golf Course pro-shop in an efficient and cost-effective manner;
2. Schedules and oversees the work of assigned seasonal staff;
3. Oversees pro-shop sales, tee times, and merchandise and processes daily financial record keeping and deposits;
4. Monitors and maintains pro-shop inventory, sales, and purchases to replenish inventory;
5. Schedules daily game play and organizes and schedules tournaments, leagues, and special events;
6. Manages seasonal passes and sales;
7. Communicates course conditions and needs to management;
8. Provides input for the annual budget for golf course operations;
9. Instructs and trains staff as required;
10. Monitors employee and golfer safety and implements and enforces safety programs;
11. In the off-season, plans and prepares for the next golf season;
12. Maintains accurate records and prepares reports;
13. Assists in related golf course activities as needed and assigned.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of the rules and terminology of the game of golf; good knowledge of the organization and maintenance of a golf pro-shop; ability to plan and assign the work of others and secure their cooperation; ability to prepare accurate and clear reports; ability to supervise the work of others and provide necessary training; ability to deal effectively with the public and maintain good public relations; good judgment; reliability; neatness in appearance; physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of an equivalency diploma and four (4) years of full-time experience in the operation of a golf pro-shop or in business management.