



Position Listing

Golf Operations Manager

Caddie Master

Golf Service Center Manager

The Whippoorwill Club, in Armonk NY, is seeking a professional for the position of Golf Operations Manager. The ideal candidate will have experience in the golf service operations in a private club or resort with an emphasis in caddie operations, golf bag handling, golf cart management, golf simulators as well as being the affable, endearing and friendly "Face of the Club".

The Whippoorwill Club is very active with 18 holes of golf producing approximately 14,000 rounds of golf each year. Caddies are always strongly encouraged and there is a seasonal high of 35 caddies available each day. There are approximately 300 golfing members.

The ideal candidate will deliver a consistent, high-level service experience for members and guests while managing outside operation employees and caddies.

What You Can Expect:

- Managing the bag room, practice facility, Golfzon simulators, golf cart and caddie areas.
- Organizing cart and caddie assignments for outings and regular member activity.
- Setting standards and monitoring caddies that choose Whippoorwill Club as a career or as seasonal place of business as an independent contractor.
- Priority caddie assignments. (based upon ability).
- Recommending caddies for potential club and Westchester Golf Association scholarships.

What we will provide:

- A salaried position.
- Monday playing privileges on free Mondays and after outing play.
- A very welcoming membership that values the club's employees.
- An opportunity to excel in a fast-paced, private golf club environment where premium service levels are expected daily.

What We Expect:

- A very outgoing, accommodating person with very high-level name and face recognition skills
- A commitment to consistently meeting and exceeding the expectations of the position.
- Interprets and enforces club rules in a confident, yet cordial and disarming approach.
- A desire to provide first-class service to member and guests and the ability to "find a way to say yes"
- Experience in the club environment, preferably outside operations and caddie program management.
- Competency using computer programs for billing (**POS**), Booking (**Foretees**) and analysis (**Excel**)
- Ability to handle member/guest billing, financial and statistical reconciliations.
- The ability to complete job tasks in the most efficient form possible so all members and guests receive the appropriate level of attention
- The desire to be part of a team that strives to improve ourselves, our co-workers, and our club daily.



- Providing excellent communication with the Head Golf Professional, Assistant Golf Professionals, General Manager and other department managers.
- Continuous monitoring and management of pace-of-play and implement Club approved recommendations.

Position Type:

- Full-time, year around position.

Salary and Benefits:

- Compensation is commensurate with qualifications and experience. Whippoorwill Club offers a full benefit package including Medical, Dental and Life Insurance, Vacation, Personal and Sick days, a 401k plan with employer match and Holiday bonus plan.

Required experience:

- 5 years' experience as a caddie master, assistant golf professional or golf service manager in a private high-end club or resort. Candidates with relevant golf management experience will also be considered.



Position Description

Golf Operations Manager

Related Titles: Golf Service Center Manager, Caddie Master

Reports to: Golf Professional

Supervises: Caddies (and golf service staff)

Classification: Manager

Education and/or Experience:

- High School diploma or GED equivalent.
- 5 years as a caddie master, assistant golf professional or a golf service operations manager at a high service level private club or resort. Attendance at a professional caddie school or program is highly desirable but not required.

Job Knowledge, Core Competencies and Expectations:

- A leader with very good people skills and an affable personality.
- Strong ability to put names and faces together and remember them from visit to visit.
- Extensive knowledge and understanding of the game of golf, its rules and the psychology of the game.
- An understanding of course etiquette.
- Knowledge of golf terms and their meanings.
- Strong experience as a caddie or mentoring with an experienced caddie staff.
- Proven leadership skills and ability to motivate caddie staff.
- Excellent golf course management skills for events.
- Excellent monitoring and management of Pace-of-Play.

Job Summary (Essential Functions):

- Recruit, train and supervise caddies to accommodate the needs of the club and its golf-playing members. Monitor and control the outside golf service operations including the practice facilities, golf bag handling and storage, bag drop and cart operations.

Job Tasks/Duties:

- Supervises all first tee activities.
- Recruits, trains, and organizes caddies and starters.
- Orders all necessary training materials and caddie clothing each season.
- Coordinates with the Grounds Superintendent about special playing conditions.
- Conducts the Caddie draw daily to ensure proper rotation.
- Registers members, guests, golf cars and caddies and submits appropriate charges daily.
- Manages cash box and receipts. Balances cash advances daily between caddie usage and member charges.
- Maintains electronic daily and seasonal records.
- Coordinates with professional staff on tournament activities to assign caddies, set-up golf cars, transport guests' clubs before and after play and assign Forecaddies.
- Prepares monthly summary of golfing activity for the General Manager and Golf Professional.
- Maintains and Supervise the Golfzon Simulators at the Whippoorwill Athletic Center (W.A.C).



- Attends all necessary club functions as required.
- Attends staff meetings.
- Observes and advises members and guests about dress code and cell phone policies of the club.
- Coordinates Golf Carts, bag room and coordinates with the locker room and restaurant operations for smooth flow of play.
- Performs other appropriate assignments made by the Golf Professional.

Physical Demands and Work Environment:

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling. The ability to lift 35 pounds quite frequently throughout the day is required.
- Frequent repetitive motions.
- Continuous standing and walking.

Please forward your resume and cover letter to:

Chams Mansour | General Manager | Chams@whippoorwillclub.org