

The Maryland-National Capital Park and Planning Commission

TITLE: Golf Course Maintenance Program Leader GRADE: 20 DATE: 11/2/2023
SERIES: Building/Grounds CODE: 2563 EEO: Para-Professional FLSA: Non-Exempt
Maintenance

Class Definition:

Under direction, leads grounds maintenance crews at one golf course. Plans golf course projects to maintain course according to golf playing standards (e.g., specialized maintenance). Performs specialized horticultural work to provide landscaping and maintenance for tees, greens, fairways, sand traps and other golf course grounds. Leads crews to build tees, greens, sand traps, retaining walls, paths and other features. Operates heavy equipment and precision golf course maintenance equipment. Monitors budget, controls expenditures, and obtains bids and price quotes. Monitors work of contractors and recommends payments. Work involves responsibility for the completion of entire assignments and projects, and functions as both a leader and an individual contributor. Actions require analysis of situations, planning, scheduling and overseeing staff and activities. Applies extensive knowledge of golf course maintenance practices, products and equipment, golf course standards, landscaping, pesticides use, turf maintenance, tree removal, irrigation repair and maintenance, agronomy, horticulture, automobile and equipment maintenance, and safety procedures. Performs various types of data, operational and analyses to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, instruct, guide and advise, obtain agreement, gain compliance or achieve other desired actions. Performs other duties, as required.

Assignments are made in terms of functional responsibilities. Incumbent independently plans the responsibilities of work programs and ensures work is carried out in conformance with established policies and procedures and accepted customer service practices; keeps the supervisor informed; resolves problems or deviations referred by subordinates or management by selecting and applying the appropriate guidelines; and brings challenging and highly sensitive problems to the supervisor for guidance or resolution. Work is expected to be effective – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

Examples of Important Duties (Estimated Percentages):

1. Core Functions (±85%)

- Plans golf course projects. Drives Commission vehicles to inspect golf course to see what horticultural or landscaping work needs to be done to maintain the course according to golf playing standards (e.g., specialized turf maintenance due to high volume of golfers on a public course). Recommends major projects to supervisor. Initiates routine projects. Estimates staff, materials, equipment, supplies and other resources needed. Writes reports (e.g., accidents, injuries, equipment damage).

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- Coordinates work efforts and delegates assignments and tasks; sets priorities and establishes timelines for completion of assignments. Instructs and advises crews in maintaining a golf course (e.g., identify and correct safety hazards). Evaluates work and counsels staff on ways to improve performance; prepares performance evaluations, personnel forms and documents as prescribed by regulations and enforces Commission rules, regulations, and policies; monitors work of contractors and vendors. Reviews and approves time in electronic timekeeping system and leave requests; interviews and provides hiring recommendations.
 - Monitors budget; provides assistance with preparing annual budget requests for units. Controls expenditures in accordance with the approved budget. Obtains bids and price quotes. Assists with writing purchase orders (e.g., large orders of fertilizers and pesticides).
 - Monitors work of contractors; assists with preparing Request for Proposals (RFPs) and bid specifications for horticultural and landscaping work, evaluating bids. Recommends approval of payments.
 - Landscapes golf course. Leads crews to build tees, greens, sand traps, retaining walls, paths and other features of golf course. Operates backhoe, front-end loader and other medium to heavy equipment. Inspects work.
 - Maintains golf course. Leads crews to mow, water, fertilize and repair grass on tees, greens and fairways. Changes placement of cups on greens on a daily basis. Operates tractors, large riding mowers and other equipment. Installs and operates irrigation systems to water course. Mixes and sprays chemicals to provide treatment to cure particular turf diseases or eliminate particular weeds and insects.
 - Maintains buildings. Leads crews to provide routine maintenance and repair of golf course facilities (e.g., painting, rough carpentry).
2. Other ($\pm 15\%$)
- Leads crews to provide routine maintenance and repair of mowers, tractors, vehicles, pumps and other equipment.
 - Conducts research by reviewing technical literature, meeting with vendors and exchanging information with other golf courses to identify new programs, methods, equipment and supplies which may improve maintenance of golf course.
 - Communicates and interacts with business contacts, vendors, contractors, and the public. Establishes and maintains or enhances working relationships, including teamwork, with internal and external contacts.

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- Maintains records of expenditures, timecards, inventory, pesticide use, accidents and injuries. Writes periodic reports.

Important Worker Characteristics:

A. Extensive knowledge of (1) golf course maintenance practices, products and equipment; (2) golf course standards; (3) landscaping; (4) agronomy*; (5) horticulture*; (6) pesticides; (7) turf maintenance; (8) tree removal; (9) irrigation repair and maintenance; (10) automobile and equipment maintenance; (11) safety procedures; and (12) Commission organization, policies and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

B. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work or ability to rapidly acquire knowledge and skill set.

C. Skill and ability to (1) operate skid steer loaders, backhoes, front-end loaders, forklifts, hand and power tools, large riding mowers, trucks, tractors and a variety of precision golf course maintenance equipment; (2) identify and treat turf diseases, insect, pests and drought conditions on turf grass; (3) calculate fractions, decimals and percentages; (4) organize work efficiently; (5) provide courteous service; and (6) perform First Aid, cardiopulmonary resuscitation (CPR) and automated external defibrillator (AED).

D. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples include understanding and applying trades principles and practices to solve problems.

E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, at times, be convinced or persuaded. Examples include reading and writing technical reports and correspondence; and resolving employee and customer complaints.

F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships, working as a member or a leader of a team and mediating disputes.

G. Skill in using a computer, modern office suite software (such as MS Office), enterprise software.

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Minimum Qualifications (MQs):

1. High School diploma or Certificate of General Educational Development (GED).
2. Two (2) years of progressively responsible horticultural experience and four (4) years of golf course maintenance experience, that includes two (2) years of lead responsibilities.
3. An equivalent combination of education and experience may be substituted, which together total six (6) years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.
5. Maryland Department of Agriculture's Pesticide Applicator certification and Maryland Department of Agriculture's Professional Fertilizer Applicator certification.

Working Conditions:

Primarily works outside. May work scheduled weekends, evenings and holidays. On-call 24 hours. Exposed to weather, dirt, waste, odors and hazardous chemicals and pesticides. Workers regularly use safety equipment such as hard hats, goggles or safety shoes. Workers operate dangerous tools and equipment such as chainsaws, power saws, construction equipment (e.g., skid steer loaders, front end loaders, backhoe, forklifts, tractors).