

The Maryland-National Capital Park and Planning Commission

TITLE: Golf Course Maintenance Program Supervisor GRADE: 26 DATE: 11/2/2023
SERIES: Buildings/Grounds Maintenance CODE: 2564 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, supervises and directs the landscaping and maintenance of at least one 18-hole golf course or multiple courses in one county. Work requires specialized analysis of situations and involves planning and development of various golf course projects. Incumbent performs specialized horticultural and golf course maintenance work. Provides full supervision for two or more full-time career employees, as well as intermittent and seasonal staff at assigned golf course(s). Oversees supervision of crews to build tees, greens, sand traps, retaining walls, fences, paths and other features. Plans, develops and implements comprehensive maintenance programs for tees, greens, fairways, sand traps and other golf course grounds. Designs, installs, and maintains irrigation systems. Understands technical instruments, concepts and methods to carry out large-scale planning, developing, maintenance and operations of golf courses and related facilities. Prepares and manages maintenance budget and controls expenditures. Obtains bids and price quotes, evaluates and audits work performed, and approves expenditures and payments. Meets with golfers, citizens and community groups to discuss golf course design, landscaping and maintenance. As an individual contributor and supervisor, work is concerned primarily with the design, proper operation and overall effectiveness of the assigned area(s). Applies extensive knowledge of golf course maintenance practices, products and equipment, golf course standards, landscaping, agronomy, horticulture, pesticides, turf maintenance, tree removal, irrigation repair and maintenance, operation of grounds and turf maintenance equipment, safety and U.S. Golf Association rules to ensure services are effective. 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, obtain agreement, gain compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

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. Unit/Staff Supervision (± 45%)

- Manages and plans golf course projects. Ensures inspections of golf courses to see what horticultural or landscaping work needs to be done to maintain the course at according to golf playing standards (e.g., specialized turf maintenance is needed due to high volume of golfers on a public course). Reviews estimates of staff, materials, equipment, supplies and other resources needed. Obtains permits. Coordinates activities with other Commission units.

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- Performs a full range of supervisory human resource (HR) management functions, unit wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains or develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations and evaluates performance.
2. Quality Assurance/Quality Control Related ($\pm 40\%$)
- Manages budget; prepares annual budget requests for maintenance units at the golf course. Controls expenditures in accordance with the approved budget. Obtains bids and price quotes. Writes purchase orders (e.g., large orders of fertilizer and pesticides).
 - Ensures work of contractors is monitored. Prepares Requisitions for Proposals (RFPs) and bid specifications for horticultural and landscaping work. Evaluates bids, inspects work of contractors and approves payments.
 - Oversees landscaping of golf course. May be a designated staff representative to work with architects to design new golf courses or re-design existing courses. Oversees supervision of crews to build tees, greens, sand traps, retaining walls, fences, paths and other features, of golf course. Inspects work and adjusts as necessary.
 - Oversees maintenance of golf course. Supervises crews to mow, water, fertilize and repair grass on tees, greens and fairways. Designs irrigation systems to water courses. Selects the type of pesticides to be used to provide treatment for turf diseases or eliminate particular weeds and insects. Responsible for the safety of the workforce and the public.
3. Other ($\pm 15\%$)
- Reviews technical literature, drives Commission vehicles to meet with vendors, conducts horticultural research and exchanges information with other golf courses to identify new programs, methods, equipment and supplies that might improve maintenance of golf courses.
 - Coordinates and meets with golfers, citizens and community groups to discuss golf course design, landscaping and maintenance. Explains Commission policy. Works with maintenance crews to resolve complaints.
 - Ensures maintenance of records; such as expenditures, timecards, inventory, pesticide use, accidents and injuries. Writes periodic reports.

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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 design, repair and maintenance; (10) operation of grounds and turf maintenance equipment; (11) safety procedures; (12) U.S. Golf Association rules; and (13) Commission organization, policies and procedures*.

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

B. Knowledge of, and skill in, (1) planning, assigning and reviewing work, (2) budgeting, using capital and managing resources to accomplish work, and (3) managing work and supervising employees at the first level of supervision, or ability to rapidly acquire this knowledge and skill set; this includes knowledge of, and skill in applying, HR management and EEO principles and practices.

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 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 solving complex problems involving many variables such as managing golf course maintenance plans and budgets.

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. Bachelor's Degree in Horticulture, Agronomy, Landscaping or any related field.
2. Four (4) years of progressively responsible horticultural experience that includes two (2) years of supervisory experience in golf course maintenance.
3. An equivalent combination of education and experience may be substituted, which together total eight (8) 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:

Works inside and outside settings. On-call 24-hours. Exposed to weather, dirt and toxic chemicals and pesticides. Stress is experienced during extreme weather conditions (heat and humidity) when turf must be maintained for playable conditions. 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).