



JOB DESCRIPTION

GOLF COURSE STARTER/AMBASSADOR

POSITION CONCEPT: The Golf Course Ranger/Ambassador is one of the most visible employees of the facility. This position is tasked with directing the flow of traffic on the course, enforcing facility rules, assisting customers with course etiquette, alerting management to any golf course problems, promoting the facility and its events and assisting players with any on-course problems. Due to the nature of the position, the ranger/ambassador must be pleasant, but firm at the same time. Any refusal by a customer to follow rules, etc. must be reported to the golf shop. Do not be argumentative.

SUPERVISED BY: Pro Shop Staff

- SPECIFIC RESPONSIBILITIES:** • Starter/Ambassador should be on-time for shift and ready to work 5 minutes prior to shift starting
include but are not limited to
- Be the on-course customer service specialist for the facility
 - Promote the facility programs, events and image to the customers of the facility at all times
 - Provide welcoming "first contact" with each customer or groups of customers and ensure they have an enjoyable experience
 - Check with the golf shop for any unusual or special instructions, such as cart paths only etc.
 - Be in possession of the daily tee sheet and monitor for updates throughout the shift
 - Make sure all equipment; radio, cart, etc. are working correctly
 - Accurate recordkeeping of the number of players daily
 - Communicate with the golf shop on a regular basis
 - Assist customers with any on-course problems - alert appropriate supervisor if necessary
 - Move around the course in reverse order, hole 18 back to hole 1
 - Enforcing facility rules and regulations
 - Keep work area neat and clean at all times
 - Assist in keeping the course and areas around the clubhouse clean, and call attention to golf shop of any maintenance issues needing addressing
 - Keep player's on the pre-determined pace-of-play schedule and report any problems to the golf shop
 - Continually check in with the golf shop personnel (25-30 minutes), even if there is nothing to report, for possible change of duties
 - Be prepared for inclement weather (*air horn, rain gear, etc.*), understand bad weather procedures and communicate with golf shop during weather alerts as necessary
 - Assist other outside staff as needed
 - This position may perform additional duties as needed/required



JOB DESCRIPTION

GOLF COURSE STARTER/AMBASSADOR

KNOWLEDGE, SKILLS AND TRAITS

- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Excellent oral communication skills
- Self-motivated with desire to promote
- Service and customer focused attitude
- Enthusiastic, outgoing attitude and personality, patient and non-combative
- Organized, able to work in a busy environment where the priorities are changing
- Dedicated to improving their own skills and knowledge as well as those of the other team members
- Team player
- Energetic and professional
- Standing or walking for long periods of time may be required
- Position requires full attendance of scheduled hours



JOB DESCRIPTION

GOLF OUTSIDE SERVICE

POSITION CONCEPT: Outside golf services has the responsibility for the overall management of the golf car fleet and driving range while working cooperatively with other departments.

SUPERVISED BY: Pro Shop Staff

SPECIFIC RESPONSIBILITIES: *include but are not limited to*

- Oversee all outside services
- Oversee golf car fleet while ensuring proper maintenance and recordkeeping
- Oversee the operations of a well-managed practice facility
- Ensure the proper storage, safety, and cleaning of golf equipment
- Customer service focused attitude

SKILLS AND TRAITS

- Fundamental knowledge of the golf facility operations
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Strong organizational, planning and prioritization skills
- Self-motivated with desire to promote and market
- Service and customer focused attitude
- Remain up-to-date on customer relationship management tactics and strategies
- Maintain and promote a positive professional image within the community



JOB DESCRIPTION

GOLF PROFESSIONAL

POSITION CONCEPT: The Golf Professional will be responsible in the management of day-to-day golf operations of the facility. The position is responsible to supervise and manage total golf operations. All duties of the position shall be performed with a commitment to the highest level of customer service and total satisfaction of all customers.

SUPERVISED BY: HMGA

- SPECIFIC AREAS OF RESPONSIBILITIES:**
- Shop Assistants
 - Tournaments
 - Outside Services
 - Group events/outings
 - Starters/Player Assistants
 - Player Development
 - Merchandising
 - Golf Instruction

- SPECIFIC RESPONSIBILITIES:** • Assist with golfer check-in and fee collection; control and manage play
include but are not limited to
- Assist with all opening and closing procedures
 - Assist in managing facility tournament operations including weekly events
 - Assist in tournament operations and weekly events including planning, pre-tournament contracts, post-tournament billing, promotion, course set-up, preparation, scoring, prize distribution, and follow up
 - Conduct individual lessons and group clinics
 - Assist with men's, women's, and junior golf events and programs
 - Assist in Player Development programs using PGA tools and resources
 - Assist with management of outside service staff to ensure the highest quality of customer service is achieved
 - Assist in managing golf car operation and practice facilities
 - Provide club repair and club fitting services to customers
 - Directly responsible for timely and consistently maintaining the club's USGA Handicap System
 - Assist in the inventory control of hard goods, soft goods, and special orders including: ordering procedures, receiving procedures, inputting into point of sale, pricing procedures, display, and sales
 - Play golf with a variety of customers in competitive and non-competitive situations
 - Assist in planning and budgeting for the golf operations
 - Conduct oneself in a professional manner and maintain a professional image at all times
 - Assist with the administration of applicable staff via recordkeeping, work schedules, etc. in accordance with facility human resource policies
 - Assist in coordinating golf activities with other departments



JOB DESCRIPTION

GOLF PROFESSIONAL

KNOWLEDGE, SKILLS AND TRAITS

- Maintain PGA of America membership in good standing in an active classification
- Actively pursue PGA membership (if a PGA Apprentice) in a timely manner through the PGA Professional Golf Management (PGA PGM) program
- Fundamental knowledge of the game of golf, rules of golf, golf facility operations and tournament operations
- Fundamental supervisory practices and principles
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Strong organizational, planning and prioritization skills
- Self-motivated with desire to promote and market
- Service and customer focused attitude
- Experienced in written and oral business communications
- Remain up-to-date on customer relationship management tactics and strategies
- Utilize the resources of PGA player development programs such as Get Golf Ready, PGA Sports Academy, Tee it Forward and others
- Experienced computer user including; Microsoft Word and Excel. Proficient in other applications, i.e. email, internet, tournament and database
- Maintain and promote a positive professional image within the community