



Position Description

The Position Description (PD) provides a complete and accurate description of duties and responsibilities assigned to the position(s). The PD is used to classify the position, as a basis for establishing evaluation standards and to determine selection criteria for filling a vacant position. The foregoing PD is not all-inclusive of the duties to which the employee may be assigned. To ensure maximum flexibility and efficiency, employees will be assigned additional duties as are deemed necessary by Santa Ana Golf Club, Inc.

<u>1. Department Name:</u> Pro Shop	<u>2. Position Title:</u> Assistant Golf Professional	
<u>3. Department Budget #:</u> Twin Warriors	<u>4. Physical Work Address:</u> 1301 Tuyuna Trail, Santa Ana Pueblo, NM	
<u>5. Name/Title Supervisor:</u> Head Golf Professional	<u>6. Supv. Cell Phone:</u>	<u>7. Supv. Work Phone:</u> 505-771-6155

8. Position Status:

Regular _____
 Seasonal _____
 Occasional _____
 Non-Exempt _____
 Contract _____

Full Time _____
 Part Time _____
 Exempt _____

9. In one short paragraph, summarize the main purpose of the position to include duties and responsibilities and/or services provided. Human Resources will use this text when positing this position for hire.

Under the direct supervision of the Head Professional, the Assistant Professional provides all aspects of customer service to guests, and maintains communications with a variety of employees in all departments to ensure proper operations and procedures are performed in our daily golf operation.

10. Minimum Qualifications: High school graduate or GED certified. Minimum of one year previous experience in golf course operations required. Must possess valid State of New Mexico Class D driver's license upon date of hire and maintain validity throughout employment at SAGC.

11. Knowledge required – Daily golf course operations required. Basic computer skills including Excel, Word, and point-of-sale software. Basic rules of golf, golf etiquette and fundamentals of the golf swing.

Skills required – Communicate proficiently with employees and guests using clear and professional language via telephone and in person. Writing and typing skills for flyers, notice to competitors, and other documents via e-mail, facsimile and memorandum communication. Maintain a credible golf game for representing our company in casual rounds with our guests and local/regional competitions.

Abilities required – Ability to develop and maintain positive working relationships with employees and guests; to operate point of sale computer and accurately collect and exchange currency, checks and other forms of payment for products purchased and services rendered; to use two way radio and headset for communications with other employees; to become familiar with and follow SAGC safety requirements and employee policies and procedures; to learn and operate golf carts and associated GPS computers and become familiar with other departmental operational procedures and locations for assisting guests; to move, lift, carry, push, pull and place objects up to, and occasionally over 50 pounds without assistance; reach overhead and below the knees; stand, sit, or walk for an extended period of time or for an entire shift; to manage and coordinate projects with fellow employees and uphold and enforce company policies and procedures in the absence of upper management.

12. List the duties and responsibilities of the position.

Acknowledge the presence of and greet all guests answering questions in a polite and friendly manner. Anticipate and address guest needs and assist individuals with disabilities. Provide direction to golfers during the course of their visit to other golf related areas including but not limited to food and beverage outlets, restrooms, golf cart check in and to the Starter to begin play. Thank guests and extend invitation for return visits with genuine appreciation using clear and professional language.

Become familiar with and apply knowledge of SAGC policies and procedures regarding golf cart and GPS operations, outside food and beverage consumption, employee and guest dress codes, employee and volunteer golf benefits, club rental agreements and the requirement of a set of golf clubs for each guest, and safety measures in all related areas.

Develop and maintain professional working relationships with staff members from all departments and support SAGC to reach common goals.

Perform general opening, daily and closing duties including but not limited to daily financial reports, monitoring and cleaning of pro shop retail and storage space, restrooms/locker rooms, club storage, and patios and walkways adjacent to pro shop, and securing building at the end of daily closing shift.

Utilize radio, headset, and public address system (when applicable) to communicate with Outside Service and Course Maintenance personnel, Starter, Marshals, other Pro Shop Staff, and guests in various golf situations.

Assist the Starter with administration of the reservations scheduled in an efficient and timely manner that accommodates all guests and maximizes usage of the golf course for optimal revenue.

Devote a reasonable number of hours to playing golf and providing instruction for our guests to enhance their experience, and maintain and display credible game for representing the company in local and regional competitions.

Assist the Director of Golf/ General Manager, Head Professional, Tournament Coordinator, other Pro Shop and Outside Service personnel as needed, in setting up for, conducting and conclusion of golf tournaments. This will include but is not limited to confirmation of banquet menus and associated facility arrangements, arranging and collection of all tournament related fees, and licenses when applicable, obtaining player's lists and preparation of score cards, cart signage, score boards, setting up practice areas, staging of golf carts, pre tournament briefing, leading out guests to their starting positions, placing and retrieving proximity markers, sponsor signs and other items as specified.

Make continued progress toward Class "A" accreditation with the P.G.A. of America, and maintain said status throughout employment at SAGC.

Perform other related duties as assigned by the Director of Golf/General Manager, Head Professional, or 1st Assistant Golf Professional/Tournament Coordinator.

Maintain confidentiality of proprietary information and protect SAGC assets. Inform Head Professional, or in his absence, other management of important issues as they arise, when necessary.

Maintain a clean, safe work environment and report accidents, injuries and unsafe working conditions immediately to supervisor. Ensure uniform and personal appearance is clean and professional. Read and follow the Employee Policy and Procedure handbook. Notify supervisor of any issues as necessary.

Develop and maintain positive working relationships with all staff and support SAGC to reach common goals.

13. SUPERVISORY RESPONSIBILITIES (Must be reflected in Section 12)

NO, the position does not directly supervise others

YES, the position directly supervises others on a regular basis. If yes, then list all positions supervised by this position and rate the level of supervisory authority exercised by this position for each supervisory action listed.

Level Definition of Authority

1 = Supervisor effectively recommends and/or takes action.

2 = No authority.

Position Title(s) Supervised.	Supervisory Actions								
	Hire	Assign Tasks	Reward	Promote	Transfer	Settle Disputes	Lay Off	Discipline	Discharge
Pro Shop Attendant									
Starter									
Marshal/Volunteer									

PHYSICAL AND MENTAL REQUIREMENTS AND POTENTIAL HAZARDS

	NA	NE	O	F
Speaking				X
Hearing				X
Interacting with others				X
Seeing in limited light			X	
Seeing objects at a distance			X	
Seeing objects peripherally			X	
Seeing close work (e.g., typed print)			X	
Distinguishing colors			X	
Reading				X
Writing			X	
Calculating			X	
Editing		X		
Evaluating		X		
Interpreting		X		
Organizing			X	
Standing				X
Sitting			X	
Walking			X	
Running		X		
Bending, Twisting, Kneeling			X	
Pushing/Pulling			X	
Climbing (includes into/out of cramped spaces)		X		
Crawling (includes into/out of cramped spaces)		X		
Repetitive motion of hands/fingers				X
Grasping with hand, gripping				X
Lifting/carrying 10-25 pounds			X	
Lifting/carrying 26-50 pounds			X	
Lifting/carrying more than 50 pounds			X	
Driving (regular class D license – list under # 15)			X	
Work in/exposure to inclement weather		X		

	NA	NE	O	F
Work at heights (e.g., towers, poles)	X			
Exposure to dust, chemicals, or fumes, exhaust		X		
Exposure to loud noises		X		
Exposure to needles or sharp implements		X		
Exposure to electrical current (not outlets)		X		
Use of hazardous/dangerous equipment and/or machinery (e.g. chainsaws, explosives)	X			

14. **List machinery, tools, equipment, instruments, vehicles, computer hardware/software, etc., required to perform the essential duties of the position (e.g. car, fire apparatus, calculator, bulldozer, drill, Excel, etc.)** Golf carts, calculator, sledge hammer, broom, shovel, telephone, cell phone, two way radio, headset, public address system, microphone, GPS computer, word, excel, and golf tournament operations and P.O.S. software.
15. **List any license (i.e. driver’s license), registration, permit, certification, physical or other standards etc. required by tribal, state or federal law, or regulation as necessary to perform the duties and responsibilities of the position. Please be specific.** Valid State of New Mexico Class D driver’s license required upon hire date. Must maintain valid driver’s license throughout employment period with SAGC.
16. **List any laws, rules, regulations, standards, codes, or other regulatory guides regularly used in performing the work. Examples are tribal law, statutes, federal regulations, professional standards, building codes, trade practices, and procedure manuals. Please be specific.** SAGC Employee Policy and Procedures, Safety Handbook, P.G.A. of America Constitution (Code of Ethics).
17. **Employee Certification** – I certify that I have read the above statements and agree to perform accordingly to the best of my ability.

Signed _____

Date _____

Print Name _____

18. **Supervisor/Manager/Director Certification** – I certify that I have read the above statements and that they are accurate and complete to the best of my knowledge.

Signed _____

Date _____