



## 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.

<b><u>1. Department Name:</u></b> Pro Shop		<b><u>2. Position Title:</u></b> Starter	
<b><u>3. Department Budget #:</u></b> TW: 15		<b><u>4. Physical Work Address:</u></b> TW: 1301 Tuyuna Trail, Santa Ana Pueblo, NM 87004	
<b><u>5. Name/Title Supervisor:</u></b> Head Golf Professional		<b><u>6. Supv. Cell Phone:</u></b> TW:	<b><u>7. Supv. Work Phone:</u></b> TW:

### 8. Position Status:

Regular \_\_\_\_\_  
 Seasonal \_\_\_\_\_  
 Occasional   X  \_\_\_\_\_  
 Emergency \_\_\_\_\_  
 Contract \_\_\_\_\_

Full Time \_\_\_\_\_  
 Part Time \_\_\_\_\_  
 Exempt \_\_\_\_\_  
 Non-Exempt   X  \_\_\_\_\_

**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 Golf Professional, the Starter is responsible for starting every golfer with their golf round at SAGC or TWGC, and monitor the pace of play throughout their daily shift. The Starter will also be required to maintain close communication with other employees and volunteers to ensure proper procedures are followed to provide first class experiences for our guests.

**10. Minimum Qualifications:** High school graduate or GED certified. Previous experience with golf rules, operations and etiquette required. Must possess valid Class D driver's license upon date of hire, and maintain validity throughout employment at SAGC.

**11. Knowledge required** – Previous experience and knowledge of golf rules, operations and etiquette required.

**Skills required** – Communicate proficiently with employees and guests using clear and professional language.

**Abilities required** – Ability to develop and maintain positive working relationships with employees and guests; to stand, sit, walk, and operate a golf cart for an extended period of time or for an entire work shift; to use radio, headset and public address system for communications; to become familiar with and follow Employee Policy and Procedure and SAGC Employee Safety Handbook.

**12. List the duties and responsibilities of the position.**

Greet guests and answer questions in a polite and friendly manner. Provide direction to golf related areas including but not limited to Pro Shop, practice areas, golf cart check in, food & beverage outlets, public restrooms, and other areas. When time permits, offer assistance with removal of golf bags from vehicles and loading to golf carts. Anticipate and address guest service needs and assist individuals with disabilities. Thank guests with genuine appreciation. Communicate using clear and professional language.

Become familiar with golf cart operations, safety measures, and GPS for responding to guest inquiries. Check receipts for golf rounds and golf cart rental when applicable, pair up single riders to the same cart, ensure that every golfer has the applicable receipt prior to the start of their golf round.

Become familiar with SAGC policies relating to club rentals and the requirement of a set of golf clubs for each guest. Be observant that each guest adheres to policies.

Utilize radio, headset, and public address system to communicate with Outside Service and Maintenance personnel, Marshals, Pro Shop staff and guests in various golf situations. Manage scheduled reservations in an efficient and timely manner that accommodates all guests and maximizes usage of the golf course for optimal revenue.

Become familiar with and apply knowledge of SAGC procedures regarding outside food and beverage consumption, dress codes, and employee and volunteer golf benefits.

Assist the Tournament Coordinator, Pro Shop and Outside Services personnel as needed in setting up for and concluding shotgun starts in golf tournaments. This will include but is not limited to the staging of golf carts, leading groups out to their starting positions, placing and retrieving proximity markers, sponsor signs and other items as specified.

Maintain a clean, safe work environment and promptly report accidents, injuries and unsafe work conditions 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. Maintain confidentiality of proprietary information and protect SAGC assets.

Develop and maintain professional working relationships with each and every staff member and support SAGC to reach common goals.

Perform other related duties as assigned by the Director of Golf/General Manager, Head Professional, 1<sup>st</sup> Assistant, Tournament Coordinator and Pro Shop Staff.

**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
N/A									

**PHYSICAL AND MENTAL REQUIREMENTS AND POTENTIAL HAZARDS**

(NA-Not Applicable, NE-Not Essential, O-Occasionally, F-Frequently)

	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		

	NA	NE	O	F
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	
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, two way radio, headset, GPS, public address system, microphone.

- 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 date of hire. Must maintain valid driver's license throughout employment period with SAGC. Must be able to provide valid supporting documentation for I-9 form.

- 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 Procedure, SAGC Safety Handbook.

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 \_\_\_\_\_