



## 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> Outside Services	<b><u>2. Position Title:</u></b> Outside Services Attendant	
<b><u>3. Department Budget #:</u></b> Santa Ana GC and/or Twin Warriors GC	<b><u>4. Physical Work Address:</u></b>  	
<b><u>5. Name/Title Supervisor:</u></b> Outside Services Supervisor/Head Golf Professional	<b><u>6. Supv. Cell Phone:</u></b>  	<b><u>7. Supv. Work Phone:</u></b>  

**8. Position Status:**

Regular___	Full Time_____
Seasonal_ x__	Part Time_____
Occasional ___x_	Exempt_____
Emergency___	Non-Exempt_X__
Contract_____	

**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 posting this position for hire.**

Under the direct supervision of the Outside Services, and/or Head Golf Professional, provides all aspects of customer service to guests, and maintains communication with a variety of Santa Ana Golf Club Inc. and Pueblo employees to ensure proper operations and procedures are performed on golf carts, practice ranges, guest services and the bag drop area.

**10. Minimum Qualifications:**

Minimum 16 years of age. Previous experience in golf course operations preferred, but not required. Must possess valid driver's license upon date of hire and maintain validity throughout employment at SAGC.

**11. Knowledge required** - Golf course, golf cart operations and golf etiquette preferred, but not required.  
**Skills required** - Communicate proficiently with all employees and guests using clear and professional language.

**Abilities required** - Develop and maintain positive working relationships with employees and guests; move, lift, carry, push, pull and place objects up to 50 pounds without assistance, and occasionally more than 50 pounds with assistance; stand, sit, or walk for extended periods of time or for an entire work shift; reach overhead and below the knees; utilize radio and headset for communications; become familiar with and follow SAGC safety requirements and Employee Policies and Procedures; learn and operate Global Positioning System (GPS); learn and operate driving range ball collector machines.

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

Greet guests and answer questions in a polite and friendly manner. Offer to load/unload golf equipment from vehicle, and load/unload golf cart. Provide direction to golf related areas. When time permits, clean golf clubs at beginning and end of play. 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 all aspects of golf cart operations, safety measures and activation/determination of GPS. Check receipts for cart rentals. Obtain necessary information and complete required forms. Clean, detail and restock golf carts after use. Document any golf cart damage or deficiency for mechanics to review.

Become familiar with Santa Ana or Twin Warriors rental policies, including checking club sets, and reporting any irregularities or missing items to the Pro Shop.

Utilize radio and headset to communicate with Starters, Marshals and Pro Shop staff in various golf situations. Raise and lower SAGC flags when requested.

Apply knowledge of SAGC procedures regarding outside food and beverage consumption and employee golf benefits. Assist other OSS personnel as needed including staging carts, setting up for shotgun starts and conclusion, and securing carts in the cart barn after usage.

Assist the Tournament Coordinator and Pro Shop staff as needed including leading groups to their starting holes for events, placing and retrieving proximity markers, sponsor signs and other items upon completion of tournament events, and maintaining cleanliness of golf-related areas. Retrieve driving range balls, and set up practice areas for guests.

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

Develop and maintain positive working relationships with all staff, and support SAGC to reach common goals. Essential functions of this position include attendance and punctuality.

Perform other related duties as assigned by the Supervisor or Manager. On occasion, will be under direct supervision of the Director of Golf/General Manager.

**SUPERVISORY RESPONSIBILITIES (Must be reflected in Section 12)**

X 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

**PHYSICAL AND MENTAL REQUIREMENTS AND POTENTIAL HAZARDS  
 (NA-Not applicable, NE-Not essential, O-Occasional, F-Frequent)**

	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	

	NA	NE	O	F
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 # 22)				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.)**

Various golf carts, GPS, radio and headset. For Santa Ana, driving range ball collection machine.

**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 driver's license required upon date of hire. Must maintain valid driver's license throughout employment 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.**

**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** \_\_\_\_\_