



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> Outside Services	<u>2. Position Title:</u> Outside Services Supervisor	
<u>3. Department Budget #:</u> TW: 33	<u>4. Physical Work Address:</u> TW: 1301 Tuyuna Trail, Santa Ana Pueblo, NM 87004	
<u>5. Name/Title Supervisor:</u> Head Golf Professional	<u>6. Supv. Cell Phone:</u> 	<u>7. Supv. Work Phone:</u> TW: 771-6155

8. Position Status:

Regular <u> X </u>	Full Time <u> X </u>
Seasonal <u> </u>	Part Time <u> </u>
Occasional <u> </u>	Exempt <u> </u>
Emergency <u> </u>	Non-Exempt <u> X </u>
Contract <u> </u>	

9. In one short paragraph, summarize the main purpose of the position to include duties and responsibilities and/or services provided.

Under the direct supervision of the Head Golf Professional and/or Tournament Director/1st Asst., the Outside Services Supervisor will oversee the Outside Services Department including providing all aspects of exceptional customer service to guests, and maintaining communication with a variety of employees to ensure proper operations and procedures are performed in the cart barn, driving range and at the bag drop areas.

10. Minimum Qualifications:

Minimum 18 years of age. High school graduate or GED certified. Must possess valid State driver's license and maintain validity throughout employment with Santa Ana Golf Club, Inc. Previous experience in Outside Services at a high end golf facility or resort preferred. Mechanical aptitude to diagnose, troubleshoot and some repair. Consistent track record of strong leadership skills and strong interpersonal communication skill. Two years supervisory/manager experience, familiarity with MS Office applications, experience working with managing departmental expenses, golfing aptitude, and familiarity with fleet management preferred. Must be a multi-tasker.

11. Knowledge of – Golf Course and Outside Services operations.

Skills required – Communicate proficiently with employees and guests using clear and professional language. Use Word or Excel to generate staff work schedule.

Abilities required – Effectively lead 3-12 employees as well as maintain positive working relationships with all employees; extend exceptional customer service to guests of SAGC; move, lift, carry, push, pull and place objects up to 50 pounds, and occasionally more than 50 pounds without assistance; stand, sit, or walk for an extended period of time or for an entire work shift; reach overhead and below the knees; use 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.

Primarily responsible for the supervision and completion of all outside service activities including bag drop, range, golf cart, and golf course marshal operations. Maintains knowledge of position descriptions for the Outside Service Staff.

Greet guests and answer questions in a polite and friendly manner. Provide direction to golfers to golf-related areas. Offer to load/unload golf equipment from vehicle, and load/unload golf cart. 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 golf cart operations, safety measures and GPS for responding to guest inquiries. Check receipts for each cart rental, 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 SAGC golf club rental policies, including checking the club set, 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.

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 the conclusion of shotgun starts, and securing carts in the cart barn after usage.

Assist the Tournament Coordinator and Pro Shop staff as needed including leading out groups to their starting holes for shotgun 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.

Report accidents, injuries and unsafe work conditions to Head Golf Professional. Ensure uniform and personal appearance is clean and professional, and follow SAGC Dress and Appearance rules. Maintain confidentiality of proprietary information and protect SAGC assets. Notify Head Golf Professional of any important issues as necessary.

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

Perform other related duties as assigned by the Director of Golf/GM, Head Golf Professional, 1st Assistant/Tournament Director and Assistant Golf Professional.

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
OSS Attendant	1	1	2	2	2	1	1	1	2
Marshal or Ambassador	2	1	2	2	2	1	2	1	2
OSS Asst. Supervisor	1	1	2	2	2	1	1	1	2

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

	NA	NE	O	F
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	
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, headset, cell phone, personal computer and software. 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 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 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 Procedures, SAGC Employee 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 _____