



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 deemed necessary by Santa Ana Golf Club, Inc.

<u>Position Title</u> Outside Services Supervisor	<u>Department</u> Santa Ana Golf Club Outside Services/Twin Warriors Golf Club Outside Services	
<u>Physical Work Address:</u> 288 Prairie Star Road or 1301 Tuyuna Trail, Santa Ana Pueblo, NM 87004	<u>Manager/Supervisor:</u> Head Golf Professional	<u>Status:</u> Non-Exempt /Full-Time

1. **GENERAL POSITION DESCRIPTION:** Under the supervision of the Head Golf Professional and/or 1st Assistant Golf Professional, the Outside Services Supervisor will oversee the Outside Services Department providing all aspects of exceptional customer service to guests and maintaining communication with a variety of employees/departments to ensure proper operations and procedures are performed in the cart barn, driving range, and bag drop areas.
2. **MINIMUM QUALIFICATIONS:** Minimum 18 years of age. High school graduate or GED certified. Must possess valid 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 complete minor repairs on golf carts. Consistent track record of strong leadership skills and strong interpersonal communication skills. Supervisory experience preferred. Must be able to multi-task.
3. **KNOWLEDGE REQUIRED:**
 - Must be knowledgeable about the game of golf, the expectations of golfers, and golf operations at a world-class golf facility.
4. **SKILLS/ABILITIES REQUIRED:**
 - Communication skills provide for effective interaction with employees and guests using clear and professional language.
 - Word or Excel to generate work schedules.
 - Ability to effectively lead employees, while maintaining a positive working relationship with all employees.
 - Ability to learn and operate GPS systems on golf carts and Ball Dispensing Machines on driving range.

5. DUTIES AND RESPONSIBILITIES:

- Primarily responsible for the supervision and completion of all outside service activities.
- Greet guests and answer questions in an appropriate manner. Provides direction to golfers to golf-related areas.
- Load/unload golf equipment from vehicles and golf carts.
- Address and anticipate guest service needs and provide assistance.
- 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.
- Maintain working relationship with Head Golf Professional, reporting necessary information regarding Outside Services.
- Maintain schedule for Outside Services Staff.
- Train and coordinate all Outside Services Staff.
- Perform other related duties as assigned by the Director of Golf/GM, Head Golf Professional, 1st Assistant/ Tournament Director and Assistant Golf Professional.

6. **SUPERVISORY RESPONSIBILITIES:** 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	1	1	2	1	2	1	1

7. MACHINERY, TOOLS, EQUIPMENT, VEHICLES:

- Golf carts & utility vehicles, including range picker.
- GPS, radio, headset, personal computer and appropriate software.