



## 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.

<p><b><u>Position Title</u></b> Golf Course Starter</p>	<p><b><u>Department</u></b> Santa Ana Golf Club Pro Shop/Twin Warriors Golf Club Pro Shop</p>	
<p><b><u>Physical Work Address:</u></b> 288 Prairie Star Road or 1301 Tuyuna Trail, Santa Ana Pueblo, NM 87004</p>	<p><b><u>Manager/Supervisor:</u></b> Head Golf Professional</p>	<p><b><u>Status:</u></b> Non-Exempt /Seasonal</p>

1. **GENERAL POSITION DESCRIPTION:** Under the direct supervision of the Head Golf Professional, the Golf Course Starter is responsible for starting every golfer with their golf round 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.
2. **MINIMUM QUALIFICATIONS:** High school graduate of 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.
3. **KNOWLEDGE/SKILLS/ABILITIES REQUIRED:**
  - Able to communicate proficiently with employees and guests using clear and professional language.
  - Able to develop and maintain positive working relationships with employees and guests.
  - Able to sit, stand, walk, and operate a golf cart.
  - Able to use radio, headset and public address system for communications.
4. **DUTIES AND RESPONSIBILITIES:**
  - Greet guests and answer questions in a polite and friendly manner.
  - Provide direction to golf related areas, including Pro Shop, Driving Range, Outside Services, and all guest-related areas.

- When available, aid Outside Services staff in loading and unloading golf bags, etc.
- Become familiar with GPS system in order to assist with customer inquiries.
- Check receipts for golf rounds and golf car rental, taking care to properly pair up players in groups and in golf cars, ensuring that every golfer has the applicable receipt prior to the start of their golf round.
- Be observant that every guest adheres to course policies regarding the requirement that every golfer must have a set of golf clubs, and policies regarding club rentals.
- Utilize radio, headset, and public address system to communicate with Outside Service and Maintenance personnel, ambassadors, marshals, Pro Shop staff and guests.
- Manage scheduled reservations in an efficient and timely manner that accommodates all guests and maximizes usage of the golf course for optimal guest experiences and revenues.
- Be observant and apply procedures regarding outside food and beverage consumption, dress, codes, and employee golf benefits.
- Assist the Tournament Coordinator, Pro Shop staff, and Outside Service staff as needed in setting up for and concluding tournaments.

5. **SUPERVISORY RESPONSIBILITIES:** This position has no supervisory responsibilities.

**EMPLOYEE CERTIFICATION**

I acknowledge that I have read and reviewed the Position Description for Golf Course Starter and agree to perform the requirements set forth in this document:

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print Name** \_\_\_\_\_

**MANAGER CERTIFICATION**

I acknowledge that I have reviewed the Position Description for Golf Course Starter with the employee and acknowledge their resigned receipt of the document.

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print Name** \_\_\_\_\_