



Position Description: Players Assistant: Starter/Ranger – Dwan Golf Club

Position Title: Players Assistant: Starter/Ranger **Date:** 2019

Department: Parks and Recreation **Division:** Recreational Facilities - Golf

Accountable to: Lead Outside Services Coordinator

Primary Objective of Position:

Manage tee sheet, ensure pace of play, act as liaison between players and course management/employees, handle emergency situations and generally ensure course is maintained and all aspects of play run smoothly

Essential Functions of the Position:

- Act as ambassador for golf course, providing friendly, approachable and courteous customer service, representing Dwan Golf Club professionally at all times
- Manage tee sheet, update tee sheet often to ensure it is current and that guests are meeting tee time expectations
- Check receipts, greet and start all groups, pair up groups/individual players, and provide playing opportunity for walk-ons
- Self-starter with ability to prioritize tasks with minimal supervision
- Communicate effectively with customers and staff
- Maintain desirable pace of play
- Educate guests and enforce rules and regulations, removing golfers who are in violation
- Respond to all medical emergencies and report all such incidents to Lead Outside Services Coordinator
- Monitor weather conditions and proactively alert guests to dangerous conditions up to and including removing golfers from the course (e.g. lightning, hail, etc.)
- Maintain course supplies (e.g. water coolers, cups, scorecards, etc.) and ensure they are properly placed throughout the course at all times
- Stage, clean, store and otherwise manage golf cart fleet on a daily basis
- Maintain greens and fix ball marks daily
- Repair divots with sand on all par 3 holes, fix fairway divots, rake bunkers
- Responsible to patrol parking lot and perimeter fence, ensuring it is clean and safe
- Monitor play on the course, being courteous to and respectful of guests
- Report any guest or other individual destroying or defacing City property
- Be alert in all medical or weather related emergencies and report all such incidents to Lead Outside Services Coordinator
- Ability to accommodate a flexible schedule to include early morning/opening, late evening/closing, weekends, and holidays

- Assist in set-up and operation of tournaments, leagues, events, outings, etc.
- Maintain close working relationship with management and staff from other departments
- Be informed about and promote all DGC programs, activities, and services

Staff Supervision

- None

Minimum Qualifications:

- 16 years of age
- Two or more years of customer service experience

Examples of Performance Criteria:

- The employee attended and participated in all staff meetings and training
- The employee had a positive relationship with staff and supervisor
- The employee showed high aptitude for all position-specific systems and platforms
- The employee conducted himself/herself in a professional manner and completed all essential functions of the job satisfactorily
- The employee displayed exceptional customer service
- The employee provided a safe, fun, and appropriate experience for all guests of Dwan Golf Club