



JOB DESCRIPTION

TITLE: Starter / Ambassador

REPORTS TO: Retail & Golf Supervisor

DEPARTMENT: Golf Operations

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY:

As Starter/Ambassador you must appreciate the game of golf and enjoy working with people. You will assist guests before, during and after play while working both independently and as a team contributing to a positive, customer-oriented experience. Understanding the rules and regulations of golf is necessary for this this position.

ESSENTIAL DUTIES AND RESPONSIBILITES:

- Provide information regarding course, pace of play and other golf-related inquiries.
- Starting and directing an orderly flow of play on the golf course. Record cart assignments and actual starting times on daily tee sheet for reference.
- Maintain tee time rhythm on starting tee to facilitate overall pace of play even if fairway is clear.
- Verify that all revenues have been properly recorded by inspecting receipts for all players before they depart on course.
- Patrol the golf course and enforce our pace of play guidelines in a friendly, courteous, tactful manner.
- Determine and track rate of course play.
- Always maintain clean and orderly appearance of starter's area/booth.
- Assist in the assignment of golf carts.
- Arrange players in proper starting order and recommend appropriate tees.
- Supply players with score cards, pencils and local rules of play.
- Advise players of golf course conditions, pin location flag scheme, cart usage guidelines, etc.
- Act as an information center to address the FAQ's about the Resort.
- Be friendly, helpful, and courteous to each guest and help to provide a fantastic golf experience.
- Report golf course play situation to golf staff at regular intervals.
- Recommend possible solutions to customers concerning on- course problems, especially regarding pace of play.

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- Repair ball marks, fix divots, empty trash receptacles, monitor drinking water levels and properly arrange misplaced course markings as needed.

The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.

KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma or GED preferred.
- Minimum of one year experience in a related position.
- Understanding of golf instruction and tournament play is a must.
- Knowledge of golf course maintenance and the ability to advise guests is required.
- Expertise in golfing rules and regulations.
- Demonstrate efficient problem-solving skills.
- Ability to convey a professional demeanor with guests and coworkers.
- Excellent communication skills both verbally and visually.
- Able to multi-task while still paying attention to detail.
- Organization and attention to detail, positive attitude, commitment to exceptional customer services, and ability to work as part of a team.
- Experience in the resort/hospitality industry helpful.

LICENSURE / CERTIFICATION REQUIREMENTS

- Valid Driver's License.
- Participate in ongoing education and training.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Ability to work a flexible schedule, which includes days, evenings, holidays, and weekend assignments.
- Must be able to lift and stack objects up to 50 pounds occasionally and frequently exert 10 to 20 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Walking, sitting, and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, twisting/turning, bending at the waist, stooping, talking, hearing, seeing, and smelling.
- Exposure at times to inclement weather.

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I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with my Supervisor's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest; it is my responsibility to notify the Retail & Golf Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

Date

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