
JOB DESCRIPTION

Outside Services Golf Staff

Reports To: Outside Services Supervisor, Assistant Professionals

Directly Manages: None

Classification: Regular Part-Time or Temporary/Seasonal

Working Hours: Normally 16-40 Hours Per Week

Duties: The Outside Services Golf Staff provides critical service to our patrons. Usually they are the first HGG representatives to meet players when they arrive at the club. The position demands courtesy and empathetic service at all times.

Specifically, the Outside Services Golf Staff must:

- Greet and welcome patrons and visitors. Remove golf bags from cars and transport them to the bag racks. Requires employee to handle, lift, and carry up to 100 pounds for up to 75 yards. Requires employee to lift up to 100 pounds in and out of automobile trunks.
- Give all players miscellaneous information that may help in playing the course. (Example: Yardage markers on sprinkler heads are measured to the middle of the green). Requires employee to communicate clearly in a pleasant and professional manner.
- Provide players with thoroughly cleaned carts that operate flawlessly. Stock each cart with towels, scorecards, pencils, and divot sand. Perform periodic cart maintenance and special repairs. Update cart service records. Ensure that the Cart Room is always clean and orderly. Requires employee to safely operate a gas and/or electric cart.
- Service the practice range. Set up the range for play. Continually replenish the supply of practice balls. Patrol the practice tee to pick up trash and empty range ball bags. Rotate practice tee area in accordance with tee maintenance program. Collect, clean, and bag balls at the end of play. Ensure that all range balls are in excellent condition at all times by culling damaged balls. Requires employee to bend, stoop, stand, and walk up to five (5) hours without a break. Requires employee to handle, lift, and carry up to 100 pounds of weight from storage area to service areas with or without a hand dolly.
- Assist patrons and visitors as they depart from the facility. Be certain all golf clubs are cleaned.
- Work closely with the Golf Shop staff to ensure that all club rules, including dress code and beverage policy, are followed by patrons.

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- Ensure, by being available, that no patron carries his or her clubs to or from the range or in the parking or clubhouse areas (where applicable). Requires handling, lifting, and carrying up to 100 pounds of weight.

This job description includes, but is not limited to, the duties and responsibilities noted above. The essential functions of this job description are not exhaustive and may be supplemented.