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## GOLF COURSE STARTER JOB DESCRIPTION

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**Position Concept:** The Golf Starter is one of the most visible employees of the facility. This position is tasked with providing customers with service regarding tee times, tee time coordination, rules and policies and pace-of-play. This position is also responsible for assisting with accurate daily play totals and other duties as directed. Due to the nature of the position, the golf starter must be pleasant, but firm at the same time. Any refusal by a customer to follow rules, etc. must be reported to the golf shop. Do not be argumentative.

**Supervised By:**     **Director of Golf**    

**This position coordinates with:**

- Director of Golf
- Assistant Golf Professional
- Food & Beverage
- Course Maintenance Staff
- Golf Shop Staff

**Prioritized Keys to Successful Performance**

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|----------|----------|
| #1 _____ | #4 _____ |
| #2 _____ | #5 _____ |
| #3 _____ | #6 _____ |

**Specific Responsibilities - include but are not limited to:**

- Operate the starter's booth/desk in the highest professional manner
- Assure the orderly flow of play in accordance with the posted tee times. Rotate players as needed to ensure the flow of play
- Promote the facility programs, events and image to the customers of the facility at all times
- Provide welcoming "first contact" with each customer or groups of customers and ensure they have an enjoyable experience
- Check with the golf shop for any unusual or special instructions, such as cart paths only etc.
- Be in possession of the daily tee sheet and monitor for updates throughout the shift
- Make sure all equipment; radio, cart, etc. are working correctly
- Keep work area neat and clean at all times
- Assist in keeping the course and areas around the clubhouse clean, and call attention to golf shop of any maintenance issues needing addressing
- Be prepared for inclement weather (air horn, rain gear, etc.), understand bad weather procedures and communicate with golf shop during weather alerts as necessary
- Assist other outside staff as needed
- Post the conditions of play for the day
- Assist customers with finding a game when necessary
- Maintain an adequate supply of scorecards, pencils, tees, ball markers, etc. at the first tee and in other locations on the course as needed.
- This position may perform additional duties as needed/required

### **Experience, Skills and Traits**

- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Excellent oral communication skills
- Self-motivated with desire to promote
- Service and customer focused attitude
- Enthusiastic, outgoing attitude and personality, patient and non-combative
- Organized, able to work in a busy environment where the priorities are changing
- Dedicated to improving their own skills and knowledge as well as those of the other team members
- Team player
- Energetic and professional
- Standing or walking for long periods of time may be required
- Position requires full attendance of scheduled hours