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## GOLF COURSE RANGER/AMBASSADOR JOB DESCRIPTION

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**Position Concept:** The Golf Course Ranger/Ambassador is one of the most visible employees of the facility. This position is tasked with directing the flow of traffic on the course, enforcing facility rules, assisting customers with course etiquette, alerting management to any golf course problems, promoting the facility and its events and assisting players with any on-course problems. Due to the nature of the position, the ranger/ambassador 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:** \_\_\_\_\_

**This position coordinates with: (check those that apply)**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Head Golf Professional      | <input type="checkbox"/> Clubhouse Staff          |  |
| <input type="checkbox"/> Assistant Golf Professional | <input type="checkbox"/> Course Maintenance Staff |  |
| <input type="checkbox"/> Golf Shop Staff             | <input type="checkbox"/> Food and Beverage        | <input type="checkbox"/> Clubhouse Staff |

**Prioritized Keys to Successful Performance**

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

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

- Ambassador should be on-time for shift
- Be the on-course customer service specialist for the facility
- 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
- Accurate record-keeping of the number of players daily
- Communicate with the golf shop on a regular basis
- Assist customers with any on-course problems – alert appropriate supervisor if necessary
- Move around the course in reverse order, hole 18 back to hole 1
- Enforcing facility rules and regulations
- 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
- Keep player’s on the pre-determined pace-of-play schedule and report any problems to the golf shop

- Continually check in with the golf shop personnel (25-30 minutes), even if there is nothing to report, for possible change of duties
- 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
- This position may perform additional duties as needed/required

### **Knowledge, 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
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