



AUBURN HILLS
POSITION DESCRIPTION

Position: Golf Course – Golf Service Staff		Department: Fieldstone Golf Club	
Reports to: Golf Professionals/General Manager		FLSA Status: Non-Exempt	
Location: Fieldstone Golf Club	Division: N/A	Pay Grade: N/A	
Revised: January 1, 2006	Last Reviewed:	Union: N/A	Status: Seasonal/Part Time

GENERAL PURPOSE:

Operational duties of the golf service attendant are to offer exceptional service in facilitating golf play with first class amenities that are organized and professional in promoting all programs of the Fieldstone Golf Club.

SUPERVISION RECEIVED:

Works under the close supervision of the Golf Professionals and General Manager, minimal supervision of the golf shop staff.

SUPERVISION EXERCISED:

Works closely with all employees in a team based environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for personnel time card, schedule and reporting requirements.
- Offers courteous, friendly and efficient customer service at all times.
- Keep facility and/or golf service areas clean, organized and presentable at all times (restrooms, entrance ways, bag drop area, exterior walkways, storage areas, employee breakroom, employee restroom, golf car wash area, patio, veranda and golf car storage facility.)
- Maintains effective working relations with customers, merchants and employees.
- Possesses ability to learn and assist in other areas of golf club operations as required (i.e. record keeping, phone skills, damage reports, incident reports, etc.)
- Assures opening, operations and closing procedures are followed.
- Promotes and facilitates golf play and assists in the marketing of the facility (individual, leagues, tournaments, outings, senior, junior, resident, food service events).
- Registers all golfers on the designated tee sheet and registers all golfers on designated golf car rental agreements. Assures proper fees are paid according to golf course rate structure. Monitors 10th tee for proper player registration.

- Greets all customers at the bag drop station and loads customers clubs onto presentable golf car fleet.

- Assures the orderly flow of play in accordance with the posted tee times. Rotate players as needed to ensure flow of play.
- Monitors players to ensure a safe and enjoyable round, establishes proper course pace of play and informs golfers if they are out of position in a professional and friendly manner. Have pace sheets and tee sheets on hand during ranger operations. Radio and check into golf shop every 30 minutes.
- Enforces club rules, regulations, and course etiquette. Oversees course grounds and assists in player problems.
- Maintains adequate supply of pencils, scorecards, divot mix containers, ball repair tools and towels assuring all play is consistently supplied.
- Practice facility presentation, range stands, ball stocking, cleaning, trash pick up and maintaining supply inventories.
- Promotes other professional services; club repair, junior programs, lesson programs.
- Proper golf car programs; rotation, cleaning, presentation, maintenance, reports, records and storage.
- Ability to assist in food service operations when needed.
- Performs general unskilled and skilled maintenance of the golf facility.

DESIRED MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE

- Graduation from high school or GED equivalent
- Valid Michigan Drivers License
- Any combination of experience and training which demonstrates the knowledge and experience to perform work assignments.
- Experience in playing golf.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge on how to properly service clientele in a first class golf facility.
- Working knowledge of operational equipment (see tools and equip. below).
- Working knowledge of janitorial cleaning supplies and equipment.
- Ability to work independently and to complete daily activities according to work schedule.
- Ability to lift medium to heavy objects.
- Ability to walk and stand for long periods of time.
- Ability to communicate orally and in writing.
- Ability to use equipment and tools properly and safely.
- Ability to follow written and verbal instructions.
- Ability to establish effective working relationships.
- Ability to memorize rate cards, play policies, programs, etc.

TOOLS AND EQUIPMENT USED:

- Golf car, power washer, air compressor, ball wash machine, misc. surface cleaners, vacuum, mop, broom, dusting equipment, sponges, scrubbers or brushes and other necessary golf operations equipment and tools for repair and maintenance.

PHYSICAL DEMANDS:

- While performing the duties the employee is regularly required to reach with hands and arms. Must frequently lift and/or move over 25 pounds up to 100 pounds. Good hand and eye coordination.

- The employee frequently is required to stand, walk and use hands to finger, handle, feel or operate objects, tools or controls.
- The employee is occasionally required to balance, stoop, kneel, crouch, talk and hear.

WORK ENVIRONMENT:

- Employee occasionally works near moving mechanical parts. The employee may be exposed to wet, humid and hot conditions.
- Exposed to minimal fumes or airborne particles and toxic chemicals from normal operating and cleaning supplies (i.e. degreasers, bleach, floor cleaner, bathroom cleaners, golf car batteries, glass cleaner, etc.). The employee is exposed to the risk of electrical shock. Noise levels are moderate.

SELECTION GUIDELINES:

Formal application, rating of education and experience, oral interview, conditional offer of employment, background check, physical and drug screening, additional job related tests or additional interviews may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____ Approval: _____
Supervisor City Manager

Approval: _____
Employee