



Position Description

The Position Description (PD) provides a complete and accurate description of duties and responsibilities assigned to the position(s). The PD is used to classify the position, as a basis for establishing evaluation standards and to determine selection criteria for filling a vacant position. The foregoing PD is not all-inclusive of the duties to which the employee may be assigned. To ensure maximum flexibility and efficiency, employees will be assigned additional duties as are deemed necessary by Santa Ana Golf Club, Inc.

<u>Position Title</u> Outside Services Attendant	<u>Department</u> Outside Services: Twin Warriors Golf Club or Santa Ana Golf Club	
<u>Physical Work Address:</u> 288 Prairie Star Road, Santa Ana Pueblo, NM 87004 or 1301 Tuyuna Trail, Santa Ana Pueblo, NM 87004	<u>Manager/Supervisor:</u> Outside Services Supervisor/Head Golf Professional	<u>Status:</u> Non-Exempt Seasonal

1. GENERAL POSITION DESCRIPTION:

Under the direct supervision of the Outside Services Supervisor, and/or Head Golf Professional, provides all aspects of customer service to guests. Ensures proper operations and procedures are performed on golf carts, practice ranges, guest services, and the bag drop area. Stays in close communication with the Pro Shop staff to ensure the best possible experience for guests.

2. MINIMUM QUALIFICATIONS:

Minimum 16 years of age. Previous experience in golf course operations preferred, but not required. Must possess valid driver's license upon date of hire and maintain validity throughout employment at SAGC.

3. KNOWLEDGE/SKILLS REQUIRED:

- Golf course, golf cart operations, and golf etiquette preferred, but not required.
- Communicate proficiently with all employees and guests using clear and professional language.
- Develop and maintain positive working relationships with employees and guests.
- Move, lift, carry, push, pull and place objects up to 50 pounds without assistance, and occasionally more than 50 pounds with assistance.
- Stand, sit, or walk for extended periods of time or for an entire work shift; reach overhead and below the knees.
- Utilize radio and headset for communications.
- Ability to learn and operate cart GPS systems and driving range ball dispensing machine.

4. DUTIES AND RESPONSIBILITIES:

- Greet guests and answer questions in a polite and friendly manner. Offer to load/unload golf equipment from vehicle, and load/unload golf cart. Provide direction to golf related areas. When time permits, clean golf clubs at beginning and end of play. Anticipate and address guest service needs and assist individuals with disabilities. Thank guests with genuine appreciation. Communicate using clear and professional language.
- Become familiar with all aspects of golf cart operations, safety measures and activation/determination of GPS. Check receipts for cart rentals. Obtain necessary information and complete required forms. Clean, detail and restock golf carts after use. Document any golf cart damage or deficiency for mechanics to review.
- Become familiar with Santa Ana or Twin Warriors rental policies, including checking club sets, and reporting any irregularities or missing items to the Pro Shop.
- Utilize radio and headset to communicate with Starters, Marshals and Pro Shop staff in various golf situations.
- Raise and lower SAGC flags when requested.
- Apply knowledge of SAGC procedures regarding outside food and beverage consumption and employee golf benefits.
- Assist other OSS personnel as needed including staging carts, setting up for shotgun starts and conclusion, and securing carts in the cart barn after usage.
- Assist the Tournament Coordinator and Pro Shop staff as needed including leading groups to their starting holes for events, placing and retrieving proximity markers, sponsor signs and other items upon completion of tournament events, and maintaining cleanliness of golf-related areas.
- Retrieve driving range balls and set up practice areas for guests.
- Maintain a clean, safe work environment and report accidents, injuries and unsafe work conditions immediately to supervisor. Ensure uniform and personal appearance is clean and professional. Read and follow the Employee Policies and Procedures handbook. Notify supervisor of any issues as necessary.
- Develop and maintain positive working relationships with all staff, and support SAGC to reach common goals.
- Essential functions of this position include attendance and punctuality.
- Perform other related duties as assigned by the Supervisor or Manager. On occasion, will be under direct supervision of the Director of Golf/General Manager.

5. **SUPERVISORY RESPONSIBILITIES:** This position has no supervisory responsibilities.

6. MACHINERY/EQUIPMENT USED:

Various golf carts, GPS, radio and headset. For Santa Ana, driving range ball collection machine. Utility carts.

7. REGULATIONS/POLICIES TO MAINTAIN:

- Employee Policies & Procedures
- Employee Safety Handbook