**General Statement of Duties**

Greets players and informs them of golf course rules and regulations and provides players with a high level of customer service.

**Distinguishing Characteristics**

This classification is distinguished from the Golf Cart Attendant who is responsible for ensuring golf carts are clean and assists with the day to day operations and maintenance of golf courses and golf cart fleets.

**Guidelines, Difficulty and Decision-Making Level**

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

**Level of Supervision Received & Quality Review**

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

**Interpersonal Communication & Purpose**

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and some degree of discretion and judgment are required within the parameters of the job function.

**Level of Supervision Exercised**

None

**Essential Duties**

Informs players of rules and regulations pertaining to the golf course, warns those players that aren’t following the rules and then informs proper golf course staff of those that are in violation.

Checks daily play tickets, provides direction and assistance to golfers and ensures the smooth flow of play on the course.

Drives golf cart and checks for pace of play, rules and regulations.

Provides timely updates and communication regarding pace of play, status of tee times, course conditions and other pertinent information to the Golf Pro Shop.
Completes accident and incident reports, handles emergency situations and submits documentation to the course supervisor when necessary.

Informs the Golf Professional or Assistant Golf Professional if supplies are low and need to be ordered.

Maintains accurate tee time, customer records and pace of play records using a computerized tee sheet program.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Self-Management - Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Knowledge & Skills**

Knowledge of the necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of the rules and etiquette of golf sufficient to be able to monitor golf activities and enforce rules and regulations.

**Education Requirement**

None

**Experience Requirement**

One (1) year of participation in the game of golf on a recreational basis.

**Education & Experience Equivalency**

None

**Licensure & Certification**

Must be at least 16 years of age at the time of application.

**Working Environment**

Extreme cold: temperature cold enough to cause marked bodily discomfort.

Extreme heat: temperature hot enough to cause marked bodily discomfort.

Wet: frequent contact with water or other liquid.
Humid: conditions with high moisture content to cause bodily reactions. 
Subject to long irregular hours. 
Subject to stressful situations.

### Level of Physical Demand

1-Sedentary (0-10 lbs.)

### Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Standing: remaining on one’s feet in an upright position.
- Walking: moving about on foot.
- Sitting: remaining in the normal seated position.
- Carrying: transporting an object, usually by hand, arm, or shoulder.
- Stooping: bending the body by bending spine at the waist.
- Kneeling: bending legs to come to rest on one or both knees.
- Crouching: bending body downward and forward by bending legs.
- Reaching: extending the hands(s) and arm(s) in any direction.
- Handling: seizing, holding, grasping, or otherwise working with hand(s).
- Fingering: picking, pinching, or otherwise working with fingers.
- Feeling: perceiving attributes of objects by means of skin receptors.
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Receptive motions: making frequent movements with a part of the body.
- Eye/hand/foot coordination: performing work through using two or more.
- Far Acuity: ability to see clearly at 20 feet or more.
- Near Acuity: ability to see clearly at 20 inches or less.
- Depth Perception: ability to judge distance and space relationships.
- Field of Vision: ability to see peripherally.
- Accommodation: ability to adjust vision to bring objects into focus.
- Color Vision: ability to distinguish and identify different colors
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

### Background Check Requirement

Criminal Check

### Assessment Requirement

None

### Probation Period

None
### Class Detail

Pay Grade: Z-116  
FLSA Code: N  
Management Level: 10  
Established Date: 9/21/2018  
Established By: Lori Schumann  
Revised Date:  
Revised By:  
Class History: