



JOB DESCRIPTION

POSITION TITLE: OUTSIDE SERVICES - GOLF

REPORTS TO: DIRECTOR OF GOLF/HEAD GOLF PROFESSIONAL

FLSA CLASSIFICATION: NON-EXEMPT

POSITION OVERVIEW

This position is responsible for providing carts and range balls for members and guests while keeping all work areas clean, orderly, and safe. They greet members and guests in a friendly and courteous manner while projecting a professional image. The Outside Services staff communicates in a clear and professional manner information that assists the members and guests in playing the course.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides sincere and courteous service to all members and guests with items such as bag handling and club cleaning
- Prepares golf carts for play
- Provides direction to restrooms, golf shop, restaurant, practice facility, golf cart location and golf course starter
- Able to answer or find answers to member and guest inquiries
- Communicates any specific guest needs with fellow team members
- Warmly greets guests upon completion of their round of golf
- Engages with guest(s) inquiring about their experience on the course
- Ensures guests collect and leave with all of their belongings
- Assists in transporting guest's golf bag to bag drop and back into their vehicle
- Properly cleans and stocks cart with guest supplies
- Stages golf carts so they are easily identified and accessible
- Maintains hitting areas to ensure premium hitting surfaces
- Collects and cleans practice balls from all practice areas
- Ensures adequate supply of practice balls
- Follows all rules and regulations established in The Springs Employee Handbook

REQUIREMENTS

- Ability to communicate to colleges members and guests
- Friendly, professional and informative demeanor
- Must be able to multi-task
- Ability to be a team player
- Display a high level of self-motivation, accountability and willingness to do what it takes to get the job done
- Must have a valid driver's license

EDUCATION AND EXPERIENCE

- High school Diploma or GED preferred
- Possess a basic understanding of golf etiquette and terminology
- Previous experience and/or desire to learn about the golf industry
- Prior golf operations experience preferred
- Must be able to work weekends and holidays

PHYSICAL DEMANDS

- While performing the duties of this job, the employee is required to stand for several hours at a time; walk, jog, run; use hands to finger, handle, or feel; reach with hands and arms and talk or hear
- The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl
- Must be able to move, lift, carry, push, pull and place objects not exceeding 50 pounds
- Ability to stand or walk for extended period of time
- The employee is occasionally required to sit
- The employee is occasionally exposed to moving mechanical parts
- The employee works primarily outdoors and is exposed to varying weather conditions
- The noise level in the work environment is usually moderate
- Occasional exposure to chemical products

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

Equal Opportunity Employer

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Springs will be based on merit, qualifications, and abilities. The Springs does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. The Springs will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.