

**GOLF STARTER (2453)
TASK LIST 2019**

Golf Course Operations

1. Operates a point of sale system in order to receive, refund, and account for revenue from fees, rentals, and merchandise sales, and register and schedule golfers at a City-owned golf course.
2. Prepares daily bank deposits and facility reports, such as daily transmittals, for accounting purposes.
3. Makes reservations and organizes the tee sheet by arranging tee times for foursomes or fivesomes and manages the waiting list in order to assign golfers into groups to maximize course utilization.
4. Announces starting times or golfers' names over a public address system when tee times are next in order to maintain pace of play.
5. Issues and examines receipts for tee assignment and directs golfers to the proper course in order to provide excellent customer service.
6. Patrols the golf course to ensure that facilities are not being damaged, investigate and eliminate causes of delay to ensure play moves at a proper pace, and to assist golfers with any questions or issues that they may have.
7. Informs supervisor when inventory supplies and retail merchandise such as gloves, tees, and golf balls are running low in order to ensure products are available at all times for golfers.
8. Sets up tables, chairs, signage, tee signs, and stages carts as directed by the tournament coordinator prior to start of tournaments hosted at golf course in order to ensure the tournament starts and runs successfully.
9. Fills out reports for reservation no-shows, lost and found articles, injury or illness of players, special occurrence reports, and golf instructor monthly stall rentals in order to track and monitor golf facility activities.
10. Administers first aid, such as applying cold compress, ointment and dressings for stings or cuts as a temporary relief, and calls for Emergency Medical Technicians, if necessary, when injuries to golfers or staff occur.
11. Cleans, stages, and ensures golf cart fleet is charged in order to provide functional and clean carts for golfers.

12. Performs light maintenance on golf cart fleet, such as change tires, battery cleaning, and detail cart cleaning, in order to maintain and a fully working cart fleet to provide outstanding customer service to golfers.
13. Issues golf carts to golfers by reviewing receipts and completing paper work.
14. Drives range ball picker to collect balls, clean range balls, load balls in dispenser, monitor and clean range tee line, and monitor golf instructors in order to maintain functionality and quality of range.

Customer Service and Communications

15. Verbally explains and interprets applicable golf rules and regulations, such as local course rules, City policies, USGA Rules of Golf, golf etiquette, and safety procedures, to golfers in order to maintain a pleasant and safe golfing experience.
16. Verbally discusses and attempts to resolve golfer complaints and disputes, such as slow play, missed tee times, and course conditions, in order to maintain good public relations and ensure situations do not escalate.
17. Delivers messages, such as slow play warnings, to golfers through electric golf cart technology.
18. Verbally answers various public patron inquiries in person or on the phone to provide requested information or redirect them, if necessary.