



# OWL'S NEST

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## LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT

### JOB DESCRIPTION

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**TITLE:** Starter / Ambassador

**REPORTS TO:** Outside Services Manager

**DEPARTMENT:** Golf Operations

**FLSA STATUS:** Non-Exempt (Hourly)

### JOB SUMMARY

As Starter/Ambassador you must appreciate the game of golf and enjoy working with people. You will assist guests before, during and after play while working both independently and as a team contributing to a positive, customer-oriented experience. Understanding the rules and regulations of golf is necessary for this position.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide information regarding course, pace of play and other golf-related inquiries.
- Starting and directing an orderly flow of play on the golf course. Record cart assignments and actual starting times on daily tee sheet for reference.
- Maintain tee time rhythm on starting tee to facilitate overall pace of play even if fairway is clear.
- Verify that all revenues have been properly recorded by inspecting receipts for all players before they depart on course.
- Patrol the golf course and enforce our pace of play guidelines in a friendly, courteous, tactful manner.
- Determine and track rate of course play.
- Always maintain clean and orderly appearance of starter's area/booth.
- Assist in the assignment of golf carts.
- Arrange players in proper starting order and recommend appropriate tees.
- Supply players with score cards, pencils and local rules of play.
- Advise players of golf course conditions, pin location flag scheme, cart usage guidelines, etc.
- Act as an information center to address the FAQ's about the Resort.
- Be friendly, helpful, and courteous to each guest and help to provide a fantastic golf experience.
- Report golf course play situation to golf staff at regular intervals.
- Recommend possible solutions to customers concerning on course problems, especially regarding pace of play.
- Repair ball marks, fix divots, empty trash receptacles, monitor drinking water levels and properly arrange misplaced course markings as needed.
- May perform duties from other positions as needed or assigned to maintain proper operations of the resort property.

### KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma or GED equivalent required.
- Understanding of golf instruction and tournament play is a must.

- Knowledge of golf course maintenance and the ability to advise guests is required.
- Expertise in golfing rules and regulations.
- Outstanding verbal communication skills.
- Organization and attention to detail, positive attitude, and ability to work as part of a team.
- Experience in the resort/hospitality industry helpful.

## **LICENSURE / CERTIFICATIONS REQUIREMENTS**

- Valid Driver's License.
- Participation in ongoing training and education.

## **PHYSICAL REQUIREMENTS / WORKING CONDITIONS**

- Flexible scheduled which may include day, evening, holiday, and weekend assignments.
- Work involves frequent periods of standing and walking, which may include climbing ladders and staircases.
- Work involves stooping, kneeling, crouching, twisting/turning and reaching, bending at the waist.
- Indoor/outdoor work environment with exposure to weather extremes.

*I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Outside Services Manager's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest Resort; it is my responsibility to notify the Outside Services Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.*

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Signature

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Printed Name

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Date