



DESERT HIGHLANDS

Job Description

Job Title: Outside Services

Department: Golf Operations

Reports To: Outside Services Manager

FLSA Status: Non-Exempt

Revised: August 2008

Primary Purpose -

Provides optimal customer service to Member and Guests. Attempts to anticipate and fulfill customer needs in a variety of responsibilities as assigned which may include work in Cart Barn, Valet, Starting and/or Course Play (Ranger).

Essential Functions -

1. Treats all members, guests, and employees with respect. Maintains friendly appearance; greets Members and Guests by name with a smile.
2. Ensures clothing is clean, pressed, and in good condition and overall attire and appearance meets dress code guidelines.
3. Maintains cleanliness of work area.
4. Keeps Supervisor promptly and fully informed of all problems or unusual matters of significance. Notifies management if replacement is needed.
5. Practice Range – sample tasks include:
 - Set stations with balls as described in the Operations Manual.
 - Attend range throughout the day maintaining cleanliness.
 - Send members to putting green five minutes prior to tee time.
 - Clean golf clubs.
 - Assist members with carrying clubs from range to cart.
 - Pick up and break down range.
6. Cart Barn – sample tasks include:
 - Stage golf carts with golf bags.
 - Maintain staging area, driving range, and practice area set-up.
 - Cleans golf clubs, receive members at end of round, records finish time and reports it to the Golf Shop
 - Cleans and maintains golf carts and cart barn area.
 - Carries out starting and marshalling duties.
7. Valet – sample tasks include:
 - Brings customer golf bags to golf cart staging area.
 - Parks vehicles in designated valet parking areas and retrieves vehicles on request.
 - Loads and unloads golf bags in/out of vehicles.
8. Starter – sample tasks include:

- Reviews a prepared list of golf course rules.
- Informs Members of any unusual conditions that exist on the course.
- Communicates with other Outside Service Staff to ensure that all players tee off at their scheduled times.
- Records Fee Structure and Transportation.
- Submit completed Tee Sheet to Golf Shop.

9. Ranger – sample tasks include:

- Monitors all play on the golf course, with special attention to the area of pace play.
- Recommends possible solutions to customers concerning on course problems, especially pace of play.
- Report golf course play situation to the golf shop staff at regular intervals.
- Repair ball marks and fix divots as needed.
- Check water and ice stations and restock supplies as needed.
- Deliver messages to customers on the golf course.

10. Responsible for maintaining a clean and safe working environment, with continual emphasis on promoting employee health and safety. Assists in training colleagues in proper safety techniques.

11. Perform other duties as assigned.

Required Qualifications:

- High School Diploma or equivalent (GED). One to three months related experience and/or training; or equivalent combination of education and experience.
- Basic knowledge and understanding of typical golf course procedures.
- Age 21, valid Drivers License with a clean Motor Vehicle Record.
- Ability to physically lift and carry golf balls and range ball cases.
- Ability to operate golf carts.
- Present a positive, professional image.
- Must be self-motivated and customer service oriented.
- Strong interpersonal and communication skills.
- Reliable and predictable attendance.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.

Note: Some positions, such as Ranger, require CPR/First Aid and AED certification; training will be provided by Desert Highlands.

Physical Demands & Work Environment -

- Position is in busy golf club in a private residential community in N. Scottsdale.
- Must be able to frequently walk, sit, stand, bend, use hands to finger, handle, or feel; and talk or hear, stoop, kneel, crouch, close vision, distance vision, peripheral vision depth perception and ability to adjust focus.
- Ability to lift up to 25 lbs regularly; up to 50 lbs occasionally and to lift overhead and push/pull,

move lighter objects.

- The employee is regularly exposed to outside weather conditions including high temperatures. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually quiet.

This job description serves as an agreement between Desert Highlands and myself. I acknowledge all of the duties that my job entails. I do understand that although these are my direct responsibilities, I am a team player and will help others.

Employee Printed Name: _____

Employee Signature: _____ Date: _____