

Department 9: Golf Course Marshal

Title: Golf Course Marshal

Position: Part-Time

Reports to: Golf Operations Manager

Exempt: No

Written: 2018/Revised: 2018

Compensation: \$11.50- \$12.00 per hr

SUMMARY:

The Golf Course Marshal will perform all functions as described by the Yosemite Lakes Owners' Association Human Resource Management System and at the direction of the Golf Operations Manager, with the goal of providing superior customer service and an excellent overall Golf Course experience.

DUTIES AND RESPONSIBILITIES:

Perform daily record keeping and handling of all fees collected.

Maintain all scheduled play on the Golf Course; including the first tee, multiple tee starting, and shot gun starts.

Assist with set up and maintenance of the Golf Course; including setting flags into the holes, adjusting distance flags on the poles to the proper position, moving tee markers to good level positions each morning, filling divots on tee boxes with sand/seed mix; repairing divots on greens.

Patrol golf course on a regular basis to keep play running smoothly, prevent unauthorized use of the golf facilities, assist injured, ill or confused players as needed.

Ensure all course rules are followed by all golfers.

Ensures that the golf shop, restrooms, and cart barns are kept clean at ALL times.

Be knowledgeable of all YLP Tournaments and other outside activities and be able to advise all players how to sign up, pay, and join all upcoming events.

Meet and greet all customers in a professional manner, must be able to use tact, courtesy and diplomacy when dealing with the public.

Do all tasks as required by the Golf Operations Manager in a timely and accurate manner. Those tasks are described in the above skills, and in the following daily shift requirements.

OTHER CAPABILITIES:

Proven Customer Service skills to address all customer requests in person or via telephone.

Proven skills in teamwork and problem solving.

Basic computer skills; point of sale knowledge, 10-key and other desk machinery.

EDUCATION and/or EXPERIENCE:

High School (G.E.D.) Diploma

Preferred two years' experience' in the golf industry.

Minimum two years' experience in Retail or Customer Service functions

Minimum one-year experience in retail cash handling.

LANGUAGE SKILLS:

Good written and verbal English skills

PHYSICAL DEMANDS:

Golf Course Marshal will need manual dexterity, visual acuity, and the ability to deal with issues as they arrive in a consistently professional manner. Occasional difficult situations may arise with customers and the Golf Course Marshal will need to be able to deal with these situations with tact, professionalism, and respect. Able to lift forty pounds, stoop, bend over, pick up trash containers, use a broom or mop, operate an electric golf cart.

DRESS CODE:

Appropriate Golf attire required at all times; golf shorts and golf shirt (collared only) in summer, golf pants and golf shirts (collared only) when cooler weather. No attire with ANY inappropriate messages, logo, or information allowed. Clothing should be clean and neat at all times.

