
JOB DESCRIPTION
Outside Services Supervisor

Reports To: Head Professional, Assistant Professionals

Directly Manages: Outside Services Golf Staff, Starter, Rangers

Classification: Regular Full-Time

Working Hours: As Required (Normally 40-54 Hours Per Week)

Duties: Controls the activity of all HGG staff who provide service to patrons and guests outside of the clubhouse. Ensures the highest possible level of service in accordance with the philosophy and guidelines of HGG.

Specifically, the Outside Services Supervisor must:

- Greet and assist patrons and visitors as they arrive and leave from the club. Must be able to positively promote and provide the service philosophy of HGG.
- Give all patrons miscellaneous information that may help them in playing the course (e.g., yardage markers on sprinkler heads are measured to the middle of the green).
- Provide impeccably cleaned and perfectly maintained golf carts to the players and maintain the appropriate records for their maintenance.
- Continually service the practice range. Have the practice tee, target greens, putting greens, and chipping greens appropriately set up before play begins. Ensure clean, orderly appearance of the staging area and facilities throughout the day. Guarantee adequate supplies and cleanliness of range balls. Keep range balls in outstanding condition by maintaining an ongoing culling program. Requires employee to bend, sit, stoop, stand, and walk for up to five (5) hours without a break. Must be able to safely operate gas or electric golf carts and/or range picker. Also required to handle, lift, and carry up to 100 pounds of weight from storage area to service areas with or without a hand dolly.
- Store patron and guest golf equipment. Be certain that staff anticipates the play of patrons who have stored clubs and that the Golf Shop has the proper information to record storage charges. Be responsible for the cleanliness and organization of the bag room and cart related areas. Requires lifting and carrying up to 100 pounds for up to 75 yard distances. Requires being able to lift up to 100 pounds in and out of automobile trunks.

JOB DESCRIPTION

Outside Services Supervisor

Page 2

- Monitor the flow of play. Ensure that players adhere to the rules and special daily playing conditions on the course. Requires communicating information clearly and in a professional manner.
- Maintain responsibility and accountability for all tools and supply inventory for both cart maintenance and club repair areas. Assist with cart repair and maintain accurate repair records.
- Communicate emergency and safety information to members and guests in a calm and professional manner.
- Verify accuracy of sales tickets as it relates to service paid for. Requires employee to have knowledge of pricing for greens and cart fees, range fees, and other charges.
- Communicate by two-way radio controlling start of play, verifying that starting times remain on schedule.
- Assist in developing and maintaining procedures for opening and closing and securing of all storage areas.
- Assist patrons with golf equipment as they depart from the club. Be certain all clubs are cleaned and that patrons do not carry their own clubs (where applicable).
- Work closely with the Golf Shop staff on all golf-related activities.

This job description includes, but is not limited to, the duties and responsibilities noted above. The essential functions of this job description are not exhaustive and may be supplemented.