



Office of Human Resources
Golf Starter and Ranger - CG2378
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General Statement of Duties

Greets players and informs them of golf course rules and regulations and provides players with a high level of customer service.

Distinguishing Characteristics

This classification is distinguished from the Golf Cart Attendant who is responsible for ensuring golf carts are clean and assists with the day to day operations and maintenance of golf courses and golf cart fleets.

Essential Duties

Informs players of rules and regulations pertaining to the golf course, warns those players that aren't following the rules and then informs proper golf course staff of those that are in violation.

Checks daily play tickets, provides direction and assistance to golfers and ensures the smooth flow of play on the course.

Drives golf cart and checks for pace of play, rules and regulations.

Provides timely updates and communication regarding pace of play, status of tee times, course conditions and other pertinent information to the Golf Pro Shop.

Completes accident and incident reports, handles emergency situations and submits documentation to the course supervisor when necessary.

Informs the Golf Professional or Assistant Golf Professional if supplies are low and need to be ordered.

Maintains accurate tee time, customer records and pace of play records using a computerized tee sheet program.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Self-Management - Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Knowledge of the necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of the rules and etiquette of golf sufficient to be able to monitor golf activities and enforce rules and regulations.

Level of Supervision Exercised

None

Education Requirement

None

Experience Requirement

One (1) year of participation in the game of golf on a recreational basis.

Education & Experience Equivalency

None

Licensure & Certification

Must be at least 16 years of age at the time of application.

Working Environment

Extreme cold: temperature cold enough to cause marked bodily discomfort.

Extreme heat: temperature hot enough to cause marked bodily discomfort.

Wet: frequent contact with water or other liquid.

Humid: conditions with high moisture content to cause bodily reactions.

Subject to long irregular hours.

Subject to stressful situations.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.

Carrying: Transporting or moving an object.

Color vision: Ability to distinguish and identify different colors.

Crouching: Positioning body downward and forward.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Kneeling: Assuming a lowered position.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: CR-07

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 1/1/2023

Revised By: AM

Class History: 10/1/21 - Changed the title from Golf Starter and Ranger go Golf Play Ambassador.

1/1/2023 – Pay grade revised due to minimum wage increase.