



Golf Course Starter Job Description

Position Title:	Golf Course Starter	Direct Reports:	Outside Services staff, Bag Room staff,
Reports to:	Head Golf Professional		Range Attendants, Caddies
Date:	November 2024		
Classification:	Exempt, FT		

Summary/Objective

The Golf Course Starter plays a key role in delivering the Outside Golf Operations objectives of the Club, by overseeing the day-to-day activities of the Outside Golf services. This position leads the Outside Golf team members, ensuring they provide the level of service to our members and their guests, as required by the Club. The Starter always presents a professional and positive image. This role ensures the pace of play on the golf course by directing players to the first tee at the appropriate times.

Essential Functions

1. Represent the Club in a professional manner using tact, diplomacy, and courtesy when interacting with members and their guests.
2. Demonstrate respect for fellow employees and foster an atmosphere of teamwork and cooperation.
3. Develop an awareness and appearance commensurate with the level of service expected of the Club with the Outside Services Staff.
4. Coordinate with the Professional staff for duties, schedules and tournaments to be done for the day/week.
5. Coordinate with the Professional staff for golf outing foursome groups, caddie assignments and any other necessary day-of execution of the events
6. Establish daily opening and closing Outside Golf Services routines.
7. Schedule and assign duties to bag staff/range attendants and supervises their daily work.
8. Ensure that staff are properly uniformed in clean, pressed uniforms wearing their nametags, caddie bibs, and hats.
9. Maintain the cleanliness and organization of the Starter building and staging area, including the daily washing and sweeping of the area.
10. Provide a friendly, organized arrival experience for the members and guests to the Club, and ensuring a seamless "flow" through the starter/staging area of the Club:
 - Maintain an ample amount of "ready" golf carts.
 - Establish practices for the loading of member and guest bags onto golf carts.
 - Ensure golf cart release forms are obtained and signed.
 - Present instructions to members and guests on the location and use of the practice facilities.
 - Instruct members and guests concerning Club policies.
11. Maintain the Club's golf cart fleet by:
 - Seeing to the routine and daily washing of the golf carts as they are returned.
 - Detailing golf carts as needed to ensure they are maintained in a neat, presentable



- manner
- Developing a process for the stocking and restocking of the golf carts in a "ready" manner.
 - Making notes, quarantining, and organizing the repair of damaged or faulty golf carts.
12. Ensures that the entire work/golf club/golf cart storage area is maintained in an immaculate and presentable condition by:
- Ensuring a clean and organized bag room for the storage of members' and guests golf clubs.
 - Maintaining and orders an adequate inventory of member amenities (i.e. scorecards, pencils, tees, ball markers, and repair tools) as well as related golf cart supplies, towels, cleaning agents and range supplies.
 - Coordinating with golf maintenance for the replenishment of divot repair sand.
 - Establishing a program and routine for the daily removal of litter and recycling.
13. Properly set-up, maintain, and manage the Club's practice facilities to the Club's established standards:
- Aligning of bag racks, stocking of range baskets, towels and tees.
 - Continuously picking of the range and practice areas of balls.
 - Checking for balls embedded in the turf and errant balls in rough areas.
 - Setting the daily target yardages.
 - Seeing that all clocks on the range and buildings are set and working.
 - Attending to litter and recycling.
14. Develop routines and practices for the efficient starting of members and guests, ensuring a smooth flow to the 1st tee and a responsible pace of play on the golf course:
- Expertly use, apply, and explain JONAS software.
 - Record and track daily play on the tee sheet for recordkeeping and billing.
 - Provide ample notice to members when their starting time is approaching including marshaling them from the practice areas.
 - Assist members and guests with starting instructions, Club policies and facilitates getting them on the tee.
 - Monitor play, marshals and addresses slow play when required to ensure the smooth movement of the golf course.
 - Report slow play per the Club's policy to the Head Professional.
15. Coordinates the Club's Hallmark Independent Contractor Caddie Program:
- Is familiar with the Independent Contractor Agreement
 - Execute all caddie selection and contracting.
 - Demonstrate familiarity with caddie rates and communicate those rates to members.
 - Introduce members/guests to the caddies.
 - Assist in resolving conflicts with independent contractors.
 - Ensure the maintenance, cleanliness and security of the Club's provided Starter Booth.
16. Introduce new members and create an atmosphere that fosters member relationships in finding games.
17. Work with Professional staff to organize the weekly Men's, Women's and Couples' games.
18. Coordinate the efforts of the Outside Services staff in the setup and operation of the Club's tournaments.



19. Coordinate efforts to accommodate any VIP guests or management foursomes
20. Help the Head Professional in the adherence to the Club's financials, budgets and expense management.
21. Provide information regarding course, play times, and other golf-related issues.
22. Enforces all Pine Hollow Club rules for all members and guests.
23. Verify that all revenues have been properly recorded.
24. Keeps Golf Professional Staff informed about rate of course play.
25. Determines rate of course play.
26. Assigns golf cars.
27. Ensure that members' and guests' bags are appropriately placed in golf carts.
28. Train and instruct caddies in proper duties and etiquette, and golf course knowledge.
29. Supply players with score cards, pencils, and rules of play.
30. Advise players and caddies about course conditions.
31. Attend staff meetings.
32. Perform other appropriate tasks assigned by Head Golf Professional.

Qualifications

- Minimum 2 years starter/caddie master experience.
- Knowledgeable about the game of golf, golf course etiquette, and its rules.
- Must be friendly, tactful, courteous and possess excellent communication skills.
- Knowledge of and ability to perform required role in emergency situations.
- Expertise with Jonas Club software – Tee Time Systems.
- Knowledgeable about creating reports for member/guest rounds of golf.
- High-level organization skills
- Management Experience
- Extensive Member service skills
- Strong leadership skills and the ability to motivate outside golf operations staff
- Experience as a Caddie or previous Caddie Master as well as Outside Operations
- Previous computer experience including MS Office software
- Valid Driver's License to drive a Club vehicle

Work Environment

This job operates on the golf course. The position is exposed to all weather conditions for extended periods of time and on a daily basis.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.



- Able to meet and perform physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping, and pulling.
- Frequent repetitive motions.
- Continuous standing and walking
- Stand, walk, use hands to finger, handle or feel; and reach with hands and arms.
- Lift golf bags and other items, up to 50 pounds.

Position Type/Expected Hours of Work

This position is non-exempt and is expected to work 6-7 days a week in-season.

Travel

No travel is expected for this position.

Required Education and Experience

Must have a high school diploma or GED. A two-year college degree is preferred.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.



If you need an accommodation in order to perform any of the tasks above, please explain here:

I have read and understood the working conditions and specific requirements for this job, and I attest that I can perform all the tasks mentioned above with or without accommodation.

Employee Name – Please Print

Employee Signature

Date