



Old Westbury Golf & Country Club – Golf Operations

Reports To: Head Golf Professional

### **Position Purpose**

The Outside Operations Supervisor oversees the daily operations of the Bag Room, Cart Barn, and Practice Facility to ensure a high level of member and guest service consistent with the standards of Old Westbury Golf & Country Club. This role supervises outside operations staff, manages equipment and facility readiness, and ensures golf operations run efficiently during daily play, events, and tournaments. This is a Full Time position.

### **Staff Supervision & Leadership**

- Supervise, train, and support Bag Room and Cart Attendants
- Assign daily operational responsibilities based on staffing levels and course activity
- Monitor staff performance and ensure service standards are maintained
- Promote professionalism, teamwork, and accountability among outside operations staff
- Ensure proper appearance, uniform standards, and punctuality

### **Member & Guest Service**

- Ensure members and guests are greeted professionally upon arrival
- Oversee bag handling, club cleaning, and cart preparation standards
- Assist with member requests and resolve service issues when necessary
- Maintain a welcoming and professional bag drop and cart staging environment

### **Bag Room Systems Oversight**

- Maintain the bag storage rack system and ensure all member bags are returned to the correct numbered slot
- Monitor the bag receiving area to ensure bags returning from the course are staged properly for cleaning and storage
- Oversee the Bag Leaving Property Ledger and ensure bags leaving the club are properly

logged and recorded upon return

### **Operational Workflow Management**

- Manage daily bag room duty assignments including bag room control, range operations, club cleaning, and cart barn support
- Adjust staff responsibilities throughout the day to accommodate tee time volume and operational demand
- Ensure bags are pulled and staged for play prior to member arrival according to the tee sheet

### **Golf Cart Fleet Management**

- Oversee cleaning, detailing, and staging of golf carts
- Ensure carts are fully charged, stocked, and ready for daily play
- Monitor the cart fleet for damage or mechanical issues and report problems promptly • Maintain organization and cleanliness of the cart barn and staging areas

### **Range Operations Oversight**

- Supervise daily driving range operations including range ball picking, cleaning, and basket restocking
- Ensure adequate supply of clean range balls and baskets are available throughout the day
- Coordinate staff support between range operations and bag room duties depending on operational demand

### **Cross-Department Coordination**

- Coordinate workflow between the bag room, cart barn, and golf shop • Direct staff to assist cart barn operations during high-volume periods • Ensure smooth coordination of daily golf operations based on the tee sheet and member activity

### **Event & Tournament Support**

- Assist with preparation of carts and equipment for tournaments and golf events • Coordinate staff assignments for event setup and breakdown
  - Ensure equipment and facilities are properly staged for golf outings and member events

## **Communication & Coordination**

- Oversee response to bag room operational calls and requests from the golf shop and First Tee
- Coordinate bag pulls, cart needs, and other operational requests communicated through the bag room
- Maintain clear communication between outside operations staff and golf shop personnel

## **Facility & Operational Standards**

- Ensure bag room, cart barn, and practice facility areas remain clean, organized, and safe • Maintain clear walkways and organized bag storage
- Ensure equipment and operational areas reflect the service standards expected at a private club

## **Physical Requirements**

- Ability to stand and walk for extended periods
- Ability to lift and carry golf bags up to 50 pounds
- Ability to work outdoors in varying weather conditions
- Ability to work early mornings, weekends, holidays, and golf events

## **Compensation / Benefits**

- Full Time Position
- Eligible for Insurance (Health, Dental, Vision, Life
- Vacation/Holiday/Sick Pay
- 401K Eligible after 1 year
- Holiday Bonus

Please send Resumes and/or cover letters to:

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