



Job Title: Starter

The Starter's primary responsibility is for ensuring total customer satisfaction while playing on the Pease Golf Course:

Starter

The Starter is responsible for controlling and maintaining the tee time schedule and ensuring members/guests have what they need in order to maintain an even flow onto the course.

Essential Duties and Responsibilities

Starter

- Greet customers, arrange for carts, ensure guests tee off on the proper tee/course at the proper time, assist in maintaining order onto the course and communicate status to ranger and golf shop.
- Create, maintain, ensure accuracy, and submit records of player activity and receive receipts from customers.
- Oversee and maintain starter area, ensuring proper set up and cleanliness of areas.
- Maintain continual communication with golf shop regarding status of play, any factors affecting the smooth operation of play, and to receive directives regarding areas that may need attention.

General Duties

- Represent the Pease Golf Course by providing exceptional customer service, answering questions and informing guests of course rules and regulations.
- Receive and address customer complaints; elevate major problems to management.
- Maintain continual communication with Golf shop staff regarding status of players, course, and any factors that may affect the smooth operation or satisfaction of players and to receive any directives from staff on areas that need attention.
- Ensure fresh water and cups are available on the course at all times.
- Ensure divot bottles are available and divot bins are full.
- Keep all working areas attractive, neat and clean and free of trash or waste.
- Assist other positions as needed to ensure complete customer satisfaction.
- Assist with Tournaments and special events; assist members/guests with questions/issues, golf cart setup, contest holes, range operations, etc.

Additional Duties

- Provide support to the safety committee, ensure job duties are carried out safely and follow the rules outlined in the safety management program.
- Perform other duties as assigned

Essential Behavior Requirements

These behaviors are based on PDA cultures and values critical to support the mission of the organization.

Service Quality: Exceed the customer’s (both internal and external) needs in every interaction.

Teamwork: Ability to demonstrate cooperative spirit and capacity to work well as a team member.

Problem Solving: Recognize and define problems; analyze relevant information; encourage alternative solutions and plans to resolve situations; seek additional assistance when needed.

Communication: Actively listen to customers (includes coworkers, public, BOD, etc.) empathizes (sees the situation from the customer’s perspective) and work together to solve the problem through affective communication.

Supervisory Responsibilities

Does this job have supervisory responsibilities? No

Choose an item.

Minimum Qualifications

Education and/or Experience

Preference for High School Diploma and one year of experience in a golf service position.

Knowledge/Skills/Abilities

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Excellent Customer Service Skills; must be polite, professional, and enthusiastic in his/her efforts to provide the best golfing experience to our members/guests.
- Excellent oral communication skills
- Must be a flexible team player capable of shifting jobs/priorities as needed with little or no notice.
- Must be able to deal with difficult people/situations in a positive and diplomatic manner.
- Must be detail oriented.
- Must be very safety conscious.

Certificates, Licenses, Registrations

Must hold valid driver's license from the current state of residence.

Physical Demands

How much on-the-job time is spent in following physical activities? Show the amount of time (in %) by checking the appropriate boxes below.

Condition	None	Less than 33%	33% - 66%	Over 66%
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Sit	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Use Hands to finger, handle or feel	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>

Climb or balance	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Taste or smell	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? If so, how much and how often? Check the appropriate boxes below representing % of time spent.

Condition	None	Less than 33%	33% - 66%	Over 66%
Up to 10 lbs	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 lbs	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 lbs	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 lbs	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Work Environment

How much exposure to the following environmental conditions does this job require? Show the amount of time (in %) by checking the appropriate boxes below.

Condition	None	Less than 33%	33% - 66%	Over 66%
Wet or humid conditions (non-weather)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Work in high or precarious places	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Toxic or caustic chemicals	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Extreme cold (non-weather)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>

How much noise is typical for the work environment of this job? Check the appropriate level below.

- Very quiet (examples: forest trail, isolation booth for hearing test)
- Quiet (examples: library, private office)
- X Moderate noises (examples: business office with computers and printers, light traffic)
- Loud (examples: metal can manufacturing department, large earth-moving equipment)
- Very loud (examples: jack hammer work, front row at rock concert)

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.

Questionnaire prepared by:

Name: Scott DeVito Date: September, 2011

Title: Golf Course General Manager

Basis for knowledge of job:

- Hold job now
- X Supervise job
- Other, explain: _____