

# Supervisor of Outside Services

## Hatherly Country Club

### Duties & Responsibilities

#### Essential Responsibilities

The position will be directly responsible for all outside golf services including member relations, management of practice facilities, golf car fleet management, bag rooms and overall member satisfaction from the warm welcome to the fond farewell. The employee that will succeed in this position will be enthusiastic, approachable, energetic and motivated individual that will lead the staff by example and play an active, pivotal role in the Golf Operation.

Compensation: \$25 per hour

- **Customer Service & Personnel Management**
  - Provide high level of customer service.
  - Professional conduct and image at all times.
  - Work with Head Golf Professional with the hiring process of all golf outside services hourly staff.
  - Positive attitude with a smile and lead by example and exhibit a management style of constant engagement.
  - Schedule all outside operation employees and meet with Head Golf Professional or assigned Assistant to review in detail at end of proceeding week.
  - Keep track of payroll hours and report individual weekly totals.
  - Work with Head Golf Professional regarding expenses and projects.
- **Golf Course Management**

- Monitor and enforce the pace of play when needed.
  - Enforce golf cart policies when necessary (especially issues dealing with personal safety or damage to golf course).
  - Provide feedback to the golf shop related to on-course happenings.
- **Golf Car Fleet Management**
    - Ensure golf cart cleanliness, stocking of towels, tees, scorecards, signage and seed bottles.
    - Ensure daily rotation of carts being used.
    - Point person with CCE, documenting repairs and identifying future issues
- **Cart Barn & Bag Storage**
    - Maintain the cleanliness of the golf cart barn, surrounding area (staging area), bagrooms and porch area outside of Pro Shop to include spike cleaner and trash receptacle in between doors.
    - Provide updated bag storage listings to the golf shop and properly display them in the barn alongside procedural documents.
    - Responsible for the stocking of player supplies in the store room as well as other golf related supplies for instruction, caddying and events.
    - Responsible for daily bag storage pull for all member play.
    - Responsible for each golf bag having a member bag tag. Promptly communicate to Pro Shop golf bags without identification.
- **Practice Facilities Management**
    - Responsible for developing range management procedural documents to ensure consistency throughout each day with setup and cleanliness.
    - Ensure that the picker always has gas and is free of

- maintenance issues
- Ensure that the range always has enough golf balls and that they are displayed appropriately
- Responsible for staffing range attendants in season.
- Responsible for yardage distances to flags and tee setup on grass/turf
- **Tournament Preparation**
  - Responsible for written staffing assignments for the outside services.
  - Responsible for assigning checklist items for tournament preparations.
  - Responsible for golf car staging, signs and cleanliness.
- **Bag Drop**
  - Greet players upon arrival with a smile and energetic attitude
  - Have a listening, caring first mentality providing a warm welcome to everyone.
  - Understand the member or guest needs and communicate current happenings and situations related to their practice or play.
  - Relay the needs and the plan of the players to the golf shop and other golf pro shop employees