

## LEAD GOLF STARTER

### JOB DESCRIPTION

**Classification Responsibilities:** The Lead Golf Starter provides lead supervision for, and participates in work involving scheduling starting tee times for golfers, inspecting registrations and tickets for validity, responding to questions and concerns, and providing information on course rules and procedures. The responsibility for lead supervision entails training new Golf Starters, providing in-service training, scheduling work, giving performance evaluation input, and reviewing operating methods and procedures for effectiveness. The work requires initiative, independent judgement, and diplomacy in maintaining optimum use of golf course facilities and effective public relations. This class performs miscellaneous duties such as sweeping/cleaning the premises and related duties as required.

**Distinguishing Features:** The Lead Golf Starter is supervised by a Golf and Cemetery Supervisor, who reviews work through conferences and results achieved. Work involves rotating shift assignment, weekend, and holiday work hours. This class is FLSA nonexempt.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED. Considerable (3 - 5 years) experience involving public contact in a service or sales capacity.

**Special Requirement.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Experience as a Golf Starter is preferred. Experience within the golf industry is highly desirable.

### ESSENTIAL FUNCTIONS

**Communication:** Communicates with the golfers, other City employees, vendors, contract professional staff, and management in order to respond effectively to patrons' requests for information. Advises players of schedules of play and waiting time, course conditions, course and game rules and regulations, fees and rental agreements, special events, and other items of interest to players. Instructs and trains Golf Starters regarding scheduling tee times. Prepares reports of course conditions, and other routine reports.

**Manual/Physical:** Reviews the work product of others to ensure compliance with standard operating procedures. Prepares daily schedules for work shift. Maintains accurate records of golf play, and prepares daily balance sheets. Performs physical inventories of scorecards and supplies related to Golf

Starter function. Checks golf carts for condition, and reports discrepancies to appropriate maintenance personnel. Maintains tee time reservation schedules.

**Mental:** Provides lead worker supervision to Golf Starters. Prioritizes responses to external demands. Maintains coordinated and orderly scheduling of the flow of golfers onto and around the golf course. Mitigates disputes, resolves causes of slow or delayed play on the course, and maintains demeanor. Reviews and evaluates methods, procedures, and personnel performance in order to recommend methods to increase efficiency and expedite play. Coordinates activities with the golf course pro-shop, equipment maintenance personnel, concessions, and organized golfing groups. Inspects play registration, and green fee and golf cart rental tickets for validity.

**Knowledge:**

Knowledge of:

golf play, golf rules, and golfing etiquette; and  
golf course conditions which are conducive to satisfactory golf play and nonhazardous to players.

The duties listed above are intended only as a general illustration of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/21

TO/kg/kc

CS3324.DOCX

EEO-S/M

JOB FCTN-PAR

INCREMENTS 61-200

PAY GRADE: 38

IND-9060

SWORN-No