

JOB DESCRIPTION

JOB TITLE: Ranger

DEPARTMENT: Golf

SUPERVISOR: Assistant Manager

EMPLOYMENT: As Need

JOB SUMMARY:

To coordinate with golf shop staff and superintendent. Rangers may also work as starters or other positions as necessary. Assures that guests have enjoyable round of golf, that all groups do their best to keep pace with the group in front, and that all players observe good golf etiquette and obey the rules set forth for play. The ranger has one of the most difficult positions in the golf operation. Directing the flow of traffic, enforcing the course rules and regulations, instructing players in the code of etiquette, oversees the golf course grounds and assisting players with any on course problems.

DUTIES AND RESPONSIBILITIES:

1. Above all be kind, courteous and friendly
2. Assure that guests have an enjoyable round of golf, that all groups do their best to keep pace with others, that all players observe good golf etiquette and obey the rules set forth for play
3. Keep course clean and call attention to golf shop of any maintenance issues needing addressing.
4. Tour course in ranger car; maintaining flow of play by assisting players where necessary. As a very last resort, will politely escort players from the course anyone who will not or can not keep pace or obey course rules and regulations after repeated effort to pick pace up
5. Maintain frequent contact with golf shop and starter by radio or in person to discuss traffic flow, car scheduling and other factors affecting smooth daily operations
6. Report any practices that encourage slow play
7. Rake bunkers and help find lost golf balls in order to help speed play
8. Always maintain friendly attitude, our job is to serve and inform not command and demand

9. Check with the golf shop for any unusual or special instructions, such as cart paths only etc., make a copy of the day's tee sheet, carry a radio in good working condition, and a first aid kit. Keep the pace of play moving. By keeping on top of start, turn and finish times, play should never exceed 5 hours. The goal at Pease is four and one half hours or better.
10. Continually check in with the golf shop personnel (25-30 minutes), even if there is nothing to report, for possible change of duties.
11. Assist starter with cart staging upon arrival.
12. Make course loop in reverse order. Your first contact with all players should be positive and friendly. If you think a group might be slow, contact the starter to find out their starting time. Periodically update the golf shop with on course events such as slow groups etc.
13. During first loop of the courses check the drinking water and cup supply. If necessary replenish or coordinate with starter and golf shop to refill.
14. During the shift you may be needed to collect range baskets and golf balls from practice area. During the report in time check with golf shop if practice area needs attending.
15. If a group is behind, check to see if they are holding up play. If they are not holding anyone up, leave them alone; if they are, ask them to do their best to speed up. Continue on to the next group and inform them that you have asked the group in front to speed up and to keep pace with them. Continue backwards in this manner.
16. During a triple tee start, the ranger must be aware of the positions of the first and last groups as they crossover to their respective tee.
17. Keep in touch with the starter to keep cart staging area organized and well stocked.
18. Keep the golf shop informed of any bad weather in the area. If the golf shop suspends play, proceed according to lightning policy.
19. Assist in tournament setup golf carts, contest holes etc.
20. Turn in tee sheet with radio to the golf shop at the end of the day.
21. Non-threatening attitude is the key. Make small talk and ask each group if there is anything you can do for them. In return you may request they help you by keeping pace. Due to the nature of the position, the ranger must be demonstrative and pleasant at the same time. If a player or group refuses to follow your instructions, DO NOT ARGUE. Contact the golf shop immediately and hold down the radio button when talking to the people so we may hear the conversation.

22. This position will perform other duties as required.

SKILLS & ATTRIBUTES:

- Excellent oral communication skills.
- Enthusiastic, outgoing personality.
- Excellent customer service skills.
- Organized, able to work in a busy environment where the priorities are changing.
- Dedicated to improving their own skills and knowledge as well as those of the other team members.
- Team player.
- Energetic and professional.
- Standing or walking for long periods of time may be required.
- Position requires full attendance of scheduled hours are absolutely required for this position.

QUALIFICATIONS:

Minimum Requirements:

- Minimum grade 10

Preferred Requirements

- High School Diploma
- One year experience Ranger/Marshall busy facility

OTHER CONDITIONS:

It must be recognized that all specific duties cannot be listed and that responsibilities will change accordingly as the need arises. The Ranger/Marshall will be responsible for accomplishing unforeseen tasks that relate to assigned functions. As conditions warrant, this job descriptions shall be amended from time to time. Some Heavy Lifting is required. Flexible hours.

COMPENSATION:

- HOURLY : \$ 7.00 – \$ 9.00