

## **City of Grand Rapids Job Description**

**Job Title:** Starter/Ranger  
**Department:** Pokegama Golf Course

### **Position Summary:**

The Starter/Ranger assists the Director of Golf with proper accounting of all golf being played. Starter/Rangers are course ambassadors and work to enhance the guest experience.

### **Supervision Received:**

Works under the supervision of the Director of Golf.

### **Essential Duties and Responsibilities:**

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to that position. Other duties may be assigned.

- Assist in implementing applicable operating and safety policies and procedures pertaining to golf course, golf shop, and outside service activities.
- Ensure procedures are followed to open, close, and secure the golf shop and storage buildings.
- Provide best in class customer service at all times.
- When working as a starter, check all receipts for proper payment and record cart numbers and start/turn times on the tee sheet.
- Closing shifts will help clean, and park carts.
- Rangers will ensure pace of play is maintained in accordance with the USGA recommended pace of play and encourage golfers to adhere to local rules.
- Perform additional duties as required.

### **Education/Qualifications/Certifications:**

- Preferred 1-year experience in the golf or hospitality industry.
- Valid Minnesota driver's license, or the ability to obtain.
- Demonstrated quality written, verbal, interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision.
- Work flexible and irregular hours as required including evenings, holidays, and weekends.
- Positive attitude, professional manner and appearance in all situations.

### **Knowledge, Skills, Abilities and Competencies Required:**

The requirements listed below are representative of the knowledge, skill, ability and/or competency sets required to complete the essential functions of the job at a satisfactory level.

- Read and write (English).
- Communicate verbally with staff members and/or customers with or without the use of two-way radios.
- Give and/or follow verbal and written instructions.
- Visually inspect all work areas, golf course and grounds.
- See players on the golf course, and the ability to follow the flight of golf balls.
- Operate vehicles and equipment for several hours at a time.
- Perform mathematical calculations involving fractions, decimals, and percentages.
- Ability to operate Golf golf carts in a safe manner.

**Physical Requirements:**

This work requires standing, walking, pushing, pulling, lifting, grasping, bending, and kneeling for up to five (5) hours at a time. Lifting up to 100 pounds occasionally, 50 pounds frequently, and 20 pounds constantly. Work regularly requires sitting, speaking, or hearing, using hands, handle or feel and repetitive motions. Work frequently requires reaching with hands and arms and requires standing, walking and lifting. Work has standard vision requirements. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly. Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound. Work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities. Work has exposure to environmental conditions. The regular, on-going work environment of this position requires inside work and also outdoor activities. May be exposed to inclement weather, potentially dangerous chemicals, solvents, pesticides, herbicides, and fertilizers, misdirected golf balls, sharp and rapid equipment movement on a daily basis. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.