



## Job Description

Position: <b>Starter</b>	Created: Jan. 24, 2023
Reports To: Head Golf Professional	Last update: Jan. 24, 2023

### Position Summary

Cataraqi Golf and Country Club is seeking a Starter to join in the daily implementation of the Golf Operations Team managing the first tee, assisting with member golf events and retail support in the Cataraqi Professional Shop. Working closely with the Head Golf Professional, Associate Golf Professionals and Assistant Golf Professionals the candidate will assist with daily operations, member events, opening and closing procedures, cleanliness of the Professional Shop and member relations to ensure the golf department provides world class service.

### Key Responsibilities

- Set up and take down of Starter's podium at beginning and end of shift
- Stocking of tees, scorecards, pencils, ball markers and divot tools at the 1<sup>st</sup> tee and amenities box located between the 1<sup>st</sup> green and 2<sup>nd</sup> tee
- Greet members and guests in a professional, courteous and enthusiastic manner as they arrive at the 1<sup>st</sup> tee
- Provide professional, responsive and consistently high levels of service to our members and their guests
- Ensure the first tee operates on time ie. members and guest are arriving at the tee prior to tee times and teeing off on time
- Ensure accuracy of tee sheet, updating names as players may change from time of booking
- Accurately record golf cart numbers with corresponding member in tee sheet
- Accurate billing of green fees and cart fees to member accounts
- Creating and distributing guest bag tags to guests
- Perform daily opening/closing duties of the Professional Shop as assigned on an ongoing basis
- Track inventory of tees, scorecards, pencils, divot tools, ball markers and guest tags
- Assist members with booking tee times, answering questions
- Perform additional duties specified by the Golf Professionals. These could include event preparation and execution, registration/raffle sales and prize tables
- Follow all Health & Safety policies and procedures as well as CG&CC and Professional Shop policies



### **Key Contacts**

- Members and Guests
- Professional Staff

### **Work Environment**

- Fast-paced environment - especially during high demand / peak times
- Outdoors and can be exposed to the elements
- Long periods of standing / walking
- Clean, comfortable Pro Shop environment

### **Physical Effort**

- Ability to lift up to 401bs
- Standing extended periods of time
- Repetitive motions, ie. bending and twisting on a regular basis

### **Work Hours**

- Day shifts and / or evening shifts
- Hours vary from 6am to sunset or later
- Flexible hours with weekends and holidays

### **Education /Work Experience**

- Excellent computer knowledge
- Golf knowledge an asset
- Working knowledge of Point-of-Sale system - Jonas an asset
- Experience with GGGolf Tee Sheet and Event Registration software an asset

### **Skills & Knowledge**

- Strong work ethic - hard working, enthusiastic, self-motivated, positive attitude
- Commitment to teamwork and cooperation
- Provide the highest levels of service to members and guests and anticipate needs, going above and beyond daily
- Effective communication skills - listening, understanding and responding
- Commitment to always working in a safe manner
- Effectively follow established Club guidelines and policies
- Strong attention to detail
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times



**The Club reserves the right and privilege to amend this job description as business needs necessitate.**

**Sign Off**

I have reviewed this Job Description, understand it, and agree that it is an accurate summary of my duties. I also acknowledge that I was given the opportunity to have any questions regarding my description clarified.

\_\_\_\_\_  
Starter

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head Golf Professional

\_\_\_\_\_  
Date