



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**GOLF SERVICES ATTENDANT**  
PARKS, RECREATION AND TOURISM

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
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### **GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position is responsible for maintaining outside golf services for patrons. Assignments may include serving as Golf Course Starter, Golf Marshal or Range and Cart Attendant. Reports to the Crew Leader or Golf Professional.

### **ESSENTIAL JOB FUNCTIONS**

Welcomes guests; schedules tee times; matches walk-ups with other players to form groups of three or four. Dispenses golf carts. Checks receipts for accuracy; verifies number of players and cart rental. Directs players to starting area at appropriate time and controls flow of play. Monitors radio to contact Golf Professional.

Monitors the pace of play at the Deer Run Golf Course; observes and reports possible breach of rules and etiquette; explains processes to players.

Brings golf carts to the staging area; ensures there are adequate golf carts available for rentals. Cleans and stores golf carts as appropriate. Picks up and cleans range balls. Picks up litter on course; empties trash receptacles as needed.

Interacts with the public and others to obtain and provide information and assistance in a variety of circumstances; provides excellent customer service in a positive, respectful and courteous manner.

Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **REQUIRED KNOWLEDGE**

- Golf - Basic knowledge of the golfing game including applicable terminology, rules and regulations.
- Equipment Operation - Knowledge of the proper procedures for operating, inspecting and maintaining assigned equipment.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to equipment operation and other work related precautions.

- Customer Service – Knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

## **REQUIRED SKILLS**

- Interpersonal Relationships/Customer Service – Develops and maintains cooperative and professional relationships with employees, representatives from other departments and organizations, and the public.
- Time Management - Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

## **REQUIRED ABILITIES**

- Communication – Ability to communicate complex ideas and proposals effectively so others will understand. Ability to listen and understand information and ideas presented verbally or in writing.
- Mathematics - Ability to perform basic arithmetic applications.

## **EDUCATION AND EXPERIENCE**

Must be 16 years of age and have a basic knowledge of the golf game.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a sex offender registry check.

This position requires a pre-employment medical exam.

## **PHYSICAL REQUIREMENTS**

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as dust, pollen, humidity, temperature and weather extremes, toxic agents, electric currents, animal/wildlife attacks, water hazards, or rude/irate customers.