



HAZELTINE NATIONAL GOLF CLUB

OUTSIDE SERVICES STAFF

REPORTS TO: HEAD GOLF PROFESSIONAL/OUTSIDE OPERATIONS MANAGER

SEASONAL POSITION

HAZELTINE GENERAL STANDARDS

- Know and understand the Hazeltine Mission Statement
- Understand the impact of your role on Hazeltine's Business Success
- Adhere to Standard Operating Procedures and instructions from Superiors
- Be counted on to deliver on commitments
- Take ownership in identifying/solving problems
- Take initiative to get things done, even when it's outside of the job description
- Continuously improve work quality and the capacity to take on more work
- Consistent in your work product, attitude and commitment to Hazeltine
- Courteous and respectful to members, guests and co-workers
- Elevate your co-workers through teamwork and cooperation
- Take workplace safety seriously for yourself and your co-workers
- Conduct yourself in accordance with Club policies as stated in the employee handbook (I.e. Ethical standards, harassment, discrimination, drug free workplace, off-duty conduct and conduct at work)
- Arrive on time as scheduled and ready to work
- Maintain a personal appearance in line with Club policy, including uniform requirements
- Show a positive work attitude every day
- Show sound judgment and make good decisions at all times

POSITION SUMMARY/VALUE STATEMENT

The Outside Services Staff's responsibility is to oversee the entire outside services operation, ensuring a complete golf experience at Hazeltine for all Members and Guests.

KEY RESPONSIBILITIES

PRACTICE FACILITIES

- Properly set-up all practice facilities on a daily basis
- Ensure all practice areas are fully stocked and well-kept throughout the day.
- Execute the proper closing procedures each night

GOLF CARTS

- Properly stage, clean and put away all golf carts on a daily basis

GREETING & PLAYER RECEPTION

- Enthusiastically greet each and every Member and Guest upon arrival
- Transport all golf clubs from the receiving area to the staging areas in preparation for play

- Greet all players as they come off the golf course by the 9th and 18th greens
- Monitor and log pace of play as players come off the 9th green. Inform them if they are behind and explain the consequences of not keeping pace. Log final playing time. Submit paperwork at the end of the shift.
- Bring all golf clubs around the clubhouse to the bag drop areas for cleaning.
- Bring bags to the podium bag drop for those players who are taking their clubs home with them.

BAG ROOM

- Maintain an organized and clean bag room operation
- Clean all clubs and put the bag into the proper storage slot.
- Stage the golf bags in the designated area for every player. Put the bag on a push cart or electric cart if needed.

SKILLS/QUALIFICATIONS

- High School diploma preferred
- Must be able to stand for long periods of time (6-10 hours)
- Must be able to lift up to 50lbs on occasion
- Adhere to appearance standards as described in the employee manual
- Friendly and outgoing personality