



Position: Ambassador

Reports to: Director of Golf

Start Date: April 25th, 2026

Job Type: Seasonal/Part Time

Job Summary: As the Ambassador your responsibility is to work as a team with the Golf Shop Staff and Outside Services to get the members and guests around the golf course in a timely manner and just as important, creating a positive and fun experience on the course and all other club facilities. It's up to you to start them off kindly but timely with limited stress on them.

Responsibilities include but are not limited to:

- Always remain respectful!
- Clock-in and speak with the Golf Shop staff regarding the day.
- Pick up: Tee sheet, tablet, radio (make sure it works), cart tracking log.
- Review the Tee Sheet and what to expect for the daily outlook. EX: How Busy in general is it? How many or who are playing 9 vs. 18 holes? Do you foresee any pace of play issues? Any questions or concerns should be resolved with the Golf Shop Staff.
- Morning shifts are responsible for unlocking the golf carts, setting up the push carts, putting out the clocks and power washer.
- Work a minimum of 2 days a week.
- Smile, greet, and introduce yourself. The goal is to have a friendly, relaxed but professional atmosphere. Customer service is the priority and as a starter you are one of the first to set the tone for their round, again stressing the importance of smiling and positivity.
- Make sure all public players have checked in with the golf shop and are on the tee as scheduled.
- Explain our expectations for pace of play is **2 hours**, all turns are made in 2 hours when playing 18 so staying up to pace is *extremely critical*. EX: A group is playing 18 holes and teeing off at 7:00am tee time, they must turn at 9:00am.
- Take care of the course and remind the players to do so as well, i.e.: divots, ball marks etc.
- Announce any special rules for the day or course. EX: Cart path only, 90degree rule, etc.
- In between starting and rangers, restock golf and push carts until Outside Service staff arrives (12pm).
- Create an accurate Tee-Sheet with notes of when the groups actually tee'd off to adhere to the expected 2-hour pace of play.
- Must have a timeclock of some sort for accuracy and reference.
- Patrol the golf course (min. 1x per hour) to monitor groups during play and take notes if needed on certain groups. If golfers see you, it makes them more aware of their actions and surroundings.
- Understand proper spacing on the course and if it's busy then groups should be in consistent order. EX: One group will be on the green and one on the tee or on the fairway at the same time on every hole.
- Maintain clear and constant communication with the golf shop and keep them updated.
- **MAINTAIN PACE OF PLAY ON THE COURSE, EXPECTED TIME IS 2 HOURS for 9 holes!**
- Politely speak with any group out of position and figure out a reason and solution to get them back on pace, let groups play through, etc. Give out of position groups a little bit of time to get back on pace and if they don't, they must be given a warning. If issues continue, talk with management on proceedings
- During slower times: Fix divots ball marks on greens, fill divots on tees, check golf course trash etc.
- Other duties as assigned.