

Summary of Duties : Registers and schedules players at a City-owned golf course; receives, refunds and accounts for cash from fees, rentals and sales; explains and enforces rules and regulations; patrols courses to expedite play; or assigns, reviews and evaluates the work of employees engaged in these duties at one or more City-owned golf courses; applies sound supervisory principles and techniques in building and maintaining an effective work force; fulfills affirmative action responsibilities; and does related work.

Distinguishing Features : A Golf Starter is responsible for starting golf course play and enforcing applicable rules and regulations at a golf course operated by the Department of Recreation and Parks. Continuous public contact is involved, frequently under conditions in which complaints and misunderstandings may arise. A Golf Starter must be able to explain and apply golf course rules and etiquette tactfully, effectively and impartially in a variety of situations. Considerable amounts of money are received and accounted for during the course of their duties. The work may involve shifts in excess of eight hours a day, and most of this time is spent standing and walking. Employees of this class are supervised by a Golf Starter Supervisor.

A Golf Starter Supervisor supervises Golf Starters either directly at a City-owned golf course or through a supervisor at a City-owned golf course complex. The responsibilities of an employee of this class vary depending upon the size of the golfing facilities and the number of employees supervised. The Golf Starter Supervisors receive a variety of inquiries and complaints which must be resolved in a reasonable and tactful manner.

In addition to the business activities performed by Department personnel, Golf Starter Supervisors are responsible for overseeing concession activities at their respective golfing facilities. However, this does not involve the exercise of direct line supervision over concessionaire personnel. Employees of this class receive assignments either verbally or in writing, and their work is evaluated in terms of results obtained.

Incumbents in the class of Golf Starter Supervisor are distinguished from lead workers in that they are responsible for the performance of the full range of supervisory activities

including: application of discipline, processing and resolution of grievances, evaluation of performance and approval of time off requests.

Examples of Duties : Golf Starter : Registers players and schedules time of play; arranges foursomes or fivesomes; makes reservations; accounts for cash received for rental and sale of equipment and use of facilities; makes change, disburses and accounts for cash refunded; operates a cash register; announces starting times and players' names over a public address system; keeps records and makes reports of attendance, reservation cancellations, lost and found articles, injury or illness of players, and damage to private or public property;

Issues and examines receipts and directs players to the proper course or tee; sees that players start promptly; verifies that players have required golf equipment; drives a motor vehicle or walks in patrolling a golf course to see that facilities are not being damaged and that play moves at a proper speed; investigates and eliminates causes of delay; responds to inquiries from the public in person or by telephone; explains, interprets and quotes golf rules and etiquette to the public and players; arbitrates disputes between players; enforces course rules; administers first aid; occasionally may testify in court in liability suits against the City; and delivers emergency messages to players.

Golf Starter Supervisor : Supervises Golf Starters at City-owned golf courses or golf complexes; reviews and verifies accuracy of records and reports prepared by Golf Starters; makes golf reservations; relieves Golf Starters, as necessary; patrols course by vehicle or on foot to observe and take corrective action on course condition and flow of play; acts as arbitrator in disputes regarding rules; receives and investigates validity of players' complaints and suggestions relative to golf course and clubhouse maintenance and concessionaires' operations; coordinates the activities of golf operations personnel with golf maintenance activities; keeps records of attendance, equipment and supplies on hand; orders supplies; prepares special and accident reports pertaining to the golf facility; administers first aid when necessary; determines staffing levels, schedules working hours and vacation requests; oversees business activities and accounts for and deposits money collected by Department personnel; conducts audits of course attendance, cash handling and procedural compliance; investigates and prepares reports on discrepancies; develops and updates the key programs for electronic cash registers; assists in scheduling tournaments and advises community groups regarding the requirements for tournament play; develops and administers special programs such as Junior Golf; promotes use of City golf facilities at community events; inspects course and concession facilities and equipment in order to schedule and arrange routine maintenance and repairs ; recruits and selects part-time employees; may recommend capital improvements; and prepares or assists in the preparation of the annual budget for the facility.

Communicates equal employment/affirmative action information to o
employees; applies job-related criteria in selecting, orienting ,

assigning, training, counseling, evaluating, and disciplin g subordinates; assists employee s in preparing for promotion as described in the City's Affirmative Action Program. Employees in these classe s may occasionally be assigned t o duties for training purposes or to meet technological changes or unexpected emergencies.

Qualifications :

	<u>Knowledges</u>	<u>Golf Starter</u>
	Golf Starter and Procedures whic h use of City-owne d Supervisor Rules , control the publi c golf courses; regulations, policies	rules of golf, gol f etiquette and gol f playing equipment;
Good	GoodUnited States Golf Associatio n	requirements of gol f facilities and equipment;
Good	GoodMaintenanc e	and evaluation o f subordinate work performance;
Some	GoodTechniqu es of training, instructing	disciplining , and m o t i v a t i n g s u b o r d i n a t e personnel;
	GoodTechniques for c o u n s e l i n g ,	grievance handling;
	GoodProcedures for GoodSupervisor y responsibility for EEO/AA as set forth	in the City' s Affirmative Action Program ; principles and practices of safety;
	GoodEffe ctive	apply to subordinat e personnel;
Working	GoodMemoranda of understanding as they	rules, policies and procedures;
	WorkingCity personnel	activities of City - owned golf course;
	GeneralMetho ds of directing golf play	aid;
Working	WorkingBasic first WorkingComm unity organizations	concerned with golfing activities; and basic principle s of business management;
	WorkingElementar y accounting methods	Comm unicate tactfully and effectively with the public;
	<u>Abilities</u>	

Golf Starter		x
<u>Golf Starter Supervisor</u>	xKeep operating and cash receipt records	and make reports;
x	xSet up and change electronic cash	register key programs;
	xOperate cash register and handle	cash with speed and accuracy;
x	xOperate motorized	patrol vehicle;
x	xOrganize, schedule, and establish	requirements for golf tournaments;
	xEstablish and maintain a work environment to	enhance both employee morale and productivity;
	xApply sound	supervisory principles and techniques;
	xFulfill supervisory affirmative action responsibilities as	indicated in the City's Affirmative Action Program.
		x

Two years of experience in work involving direct public contact is required for Golf Starter.

Two years of experience as a Golf Starter is required for Golf Starter Supervisor.

Both classes :

Licenses: A valid California driver's license and a good driving record are required.

Certificate : A valid American Red Cross Standard First Aid Certificate or equivalent training is required.

Physical Requirements : Strength to perform lifting of up to 5 pounds and occasionally over 15 pounds; frequent walking and standing; good speaking and hearing ability; and good eyesight. Persons with handicaps may be capable of performing the duties of some of the positions in this class. Such determination must be made by the Medical Examiner on an individual basis.

GOLF STARTER, 2453
GOLF STARTER SUPERVISOR, 2479

Page

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is not intended to declare what the duties and responsibilities of any position shall be.