



WAIKELE
COUNTRY CLUB

94-200 Paioa Place
Waipahu, HI 96797

Position: **Golf Course Marshal**
Job Type: Part Time
Reports To: Pro Shop Management Team

Primary Objective: Perform regular monitoring and maintenance of the pace of play. Must be the most visible employee of the golf course to assist players' needs, and to ensure compliance with rules and regulations of the golf course.

Duties and Responsibilities:

- Assist Outside Guest Services (OGS) with basic functions when needed.
- Distribute water coolers to all water cooler stations.
- Check all restrooms for cleanliness and supplies. Turn off lights.
- Check all flag colors and pin locations. Flag colors should match the pin locations (red=front, white=middle, blue=back)
- Encourage players to start promptly. Record the start time of each group and the number of carts and number of players per group. Responsible for writing detailed notes to pass on to next marshal to assist with shift change.
- Responsible for filling divots during down time and as needed.
- While on course, pick up any rubbish and straighten stakes, cart directional signs and ropes. Replace or add if necessary.
- Take notice of fairways entry and exit points (i.e., if any mud tracks are being made, adjust as necessary, etc.).
- Communicate with other marshals or podium of any problems that arise with a group.
- Observe for any property damage. In the event of any property damage, investigate the situation and identify (through direct sight) person responsible. Report and record any and all accidents to Pro Shop Manager on duty to ensure an incident report is completed and processed.
- Wash cart at the end of shift.
- Responsible to ensure that all rules and regulations of golf course are being followed to create a safe and friendly environment.
- Other related duties as assigned.

Minimum Qualifications:

- High School Degree or GED certification.
- Ability to operate a golf cart.
- Must be able to understand, speak, read and write in English.
- Must be able to work in a diverse setting.
- Must be able to follow directions.
- Display strong communication skills, active listening skills, and personal skills, in effective interactions with guests, co-workers, and supervisors.
- Must be able to respond to customer requests knowledgeably and with courtesy.
- Ability to work as a team.
- Present a positive and professional image.
- Self-motivated and customer oriented.
- Must be 18 years of age or older.
- Must be able to work a flexible schedule including mornings, days, evenings, weekdays, weekends, and holidays.
- Must be able to operate Driving Range Picker, Golf Cart, and utility cart, walkie-talkie radio and other related equipment.
- Possession of valid Hawaii Driver's License.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to:

- Walk and/or stand for prolonged periods of time; climb, balance, stoop, kneel, crouch, crawl, bend, twist, reach, and grasp; use hands to finger, handle, or feel; close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- Ability to lift up to 50 lbs.; push/pull/move objects; and lift overhead.
- Ability to function in a fast-paced environment.
- Must be able to withstand working in humid and outdoor temperatures.

Preferred Qualifications:

- Customer service and golf background.
- Previous experience working as a Golf Course Marshal.
- Bilingual in Japanese or Korean language.

Rate of Pay: Starting \$12.00 per hour