



SAN JUAN OAKS GOLF CLUB
COURSE AMBASSADOR
JOB DESCRIPTION

COURSE AMBASSADOR/MARSHALL

This position will be responsible for overseeing and regulating the speed & pace of play on a daily basis. The Course Ambassador/Marshall will be involved with providing high quality customer service for all guests of San Juan Oaks during their time on the golf course. This position will also assist the outside cart staff with customer service and other normal day to day operation duties. Essential duties/responsibilities of the Course Ambassador/Marshall include:

- Promote the game of golf and all facility programs to guests.
- Monitor daily pace of play and make sure guests adhere to San Juan Oaks pace of play policy.
- Enforce all San Juan Oaks golf course rules and course policies.
- Assist Guests while on the course. Including helping look for lost golf balls, raking bunkers, holding the flag stick, etc.
- Maintain communication with the professional staff as well as the starter with updated pace of play times and position of players on the golf course.
- Report all on course medical emergencies immediately to the pro shop.
- Report any problems to the golf shop immediately.
- Maintain basic first aid items in marshal cart
- Maintain a supply of pencils, scorecards and other items such as tees and golf balls in the cart.
- Use of the red marshal cart while driving on the course.
- Perform daily duties as assigned by Director of Golf or Head Golf Professional
- Provide quality customer service.

Physical Demands: While performing the duties of this job, employees are regularly required to sit, walk, stand, stoop, kneel, talk and hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard golf equipment; reach with hands and arms; and lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, color vision, peripheral vision, and depth perception.