

## **Incline Village General Improvement District Job Description**

**Job Title:** Golf Course Ambassador  
**Job Number:** 3119S  
**Wage Range:**  
**Department:** Golf  
**Reports To:** 1<sup>st</sup> Assistant Golf Professional/Golf Operations Manager  
**FLSA Status:** Seasonal - Exempt  
**Prepared By:** R. Bruce/L. Hoopes/K. Banahan  
**Prepared Date:** 4/19/2012 Revised 03/06/26  
**Approved By:** M. Bandelin  
**Approved Date:** 03/06/26

### **SUMMARY**

Greets golfers at the No. 1 and No. 10 tees and/or enforces speed of play policy at the Incline Village Championship or Mountain Golf Course by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**, not necessarily in order of priority, include the following. Assigned job tasks/duties are not limited to the essential functions.

1. Provides excellent service to customers and business partners by being courteous, professional and pleasant.
2. Greets golfers arriving at the No. 1 and No. 10 tees of the Championship or Mountain Golf Course and informs players of golf course expectations.
3. Opens course at the beginning of the day by driving the grounds to ensure course is set for play. Drives course at close of business to ensure all golfers have concluded play at the Championship Course.
4. Inspects restrooms throughout the day to ensure cleanliness and appropriately stocked.
5. Keeps Golf Shop informed via radio regarding which players have arrived at No. 1 or No. 10 tee to start their golf round. Ensures golfers arrive at the tee assigned by the Golf Shop (i.e., either No. 1 or No. 10).
6. Pairs golfers up to establish twosomes or foursomes.
7. Explains to all golfers what the Pace of Play expectations are, and to expect to see the Course Ambassador monitoring their play during the round of golf.
8. Explains to all golfers about course yardages, golf cart GPS, sand and seed containers, cart path rules, and bathroom locations.
9. Explains to all golfers the siren warning system and GPS alerts if thunderstorms are in the area.
10. Ensures all golfers have a set of clubs. Checks to see if all golfers and riders have paid and checked in.
11. Checks golfers for proper golf attire and that no personal coolers have been brought to the course.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be qualified to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED) and three months related experience in a customer service environment; or equivalent combination of education and experience. Knowledge of the game of golf and the Lake Tahoe area are also helpful.

**COMPREHENSION/COMMUNICATION SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively with customers and employees of organization.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver’s License. Minimum of 18 years of age at time of hire. It is the employee’s responsibility to maintain all required certifications and licenses and to report any changes to the supervisor.

**OTHER SKILLS OR ABILITIES**

Good communication and customer service skills; ability to deal tactfully and courteously with the public; ability to maintain a work schedule which includes weekends and holidays.

**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. In compliance with applicable disability laws, reasonable accommodation may be provided for qualified individuals with a disability who require and request such accommodation. Applicants and incumbents are encouraged to discuss potential accommodation with the employer.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually quiet.

I have read and understand this explanation and job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_