



## **Position** – Marshall (Golf Operations)

### **Job Overview:**

The Marshall is responsible for the flow of golf traffic around the golf course in timely manner. Responsible for maintaining an acceptable pace of play and assist players in having an enjoyable experience. The Marshall is a key component of the Golf Operation. Offering friendly, personable, knowledgeable service to our golfers as well as being assertive and well organized are a few of the qualities required to be successful in this position. Regular communication with the Golf Operations team and the public is required.

### **General Responsibilities**

- Understand the pace of play policy and implement it in order to ensure slower groups keep position and pace
- Act diplomatically and tactfully to obtain the best results
- Document any necessary details, group times on the tee sheet
- Communicate with the necessary departments such as Golf Shop, Guest Services or Starter to ensure a smooth seamless day of play
- Work backwards through the course to determine group position & pace of play
- Use the allotted “time par” for the day to determine where groups should be positioned and ensure they are on time
- Ensure that all cart rules and etiquette are adhered to
- Greet groups in a friendly and assisting manner

### **Experience & Skills Required**

- Previous customer service experience would be an asset
- Excellent oral communication skills
- Positive interpersonal skills
- Able to work in a team environment
- Customer service focused
- Strong attention for detail
- Organizational skills

### **License/Qualifications**

- Smart Serve (must have within 90 days of starting work)