



**Position Title:** Marshal / Starter

**Department Name:** Turtle Bay Golf Shop / Operations

**Location:** Golf Course

**Reports to:** Assistant Golf Professional / Head Professional / Director of Golf

**Office & Travel Requirements:** NA

**FLSA classification:** Non-Exempt – FT, PT, OC

**Created/updated on:** Aug 2025

**Position Summary:**

The Golf Course Marshal / Starter is responsible for ensuring an enjoyable and efficient golf experience for all guests by managing pace of play, enforcing course rules, and providing exceptional customer service. This dual role includes greeting and organizing players at the first tee, communicating course policies, monitoring play throughout the course, and assisting with on-course needs.

**Key Responsibilities:**

Starter Duties

- Greet golfers upon arrival at the first tee in a friendly and professional manner.
- Confirm tee times and ensure players are starting at their assigned times.
- Explain course rules, pace-of-play expectations, and any relevant daily information (e.g., pin location, cart restrictions, special events).
- Maintain an accurate and efficient tee sheet to avoid delays and conflicts.
- Ensure groups have proper equipment, scorecards, pencils, and other necessary materials before beginning play.
- Organize and direct groups to maintain a consistent flow to the course.

Marshal Duties

- Patrol the golf course to monitor pace of play, assist guests, and enforce course rules.
- Provide friendly reminders and guidance to groups falling behind pace, helping them catch up when necessary.
- Assist with course safety by monitoring for hazards, unsafe behavior, or unauthorized access.
- Offer directions, course information, and general assistance to guests during play.
- Report any maintenance or safety issues observed on the course to the appropriate personnel.
- Provide on-course support for tournaments, events, and special activities as directed.
- Assist with cart management, including relocating carts for operational needs.

**Minimum Qualifications: Applicants must minimally meet these to be considered for the role.**

1. High School Diploma or GED
2. Must be at least 18 years of age
3. Strong knowledge of golf etiquette, rules, and pace-of-play standards

**Additional Requirements:**

1. Must possess a valid drivers license
2. Excellent communication skills and a friendly, approachable demeanor.
3. Ability to remain calm and professional in high-volume or fast-paced situations..
4. Must follow all safety protocols while operating equipment and interacting with guests.
5. Ability to work various shifts, including weekends and holidays, based on course needs.



**Supervisory Responsibilities:**

The Marshal / Starter **does not** currently have direct reports.

**Working Conditions**

1. This role is primarily outdoors, with exposure to various weather conditions (sun, rain, wind, cold). The ability to work in changing weather is essential.
2. The position requires standing for long periods, walking long distances, and lifting or carrying of golf bags and other equipment. Must be able to lift 50lbs.
3. Shifts may vary, with early mornings, evenings, weekends, and holidays being the most common. Flexibility in scheduling is required due to the nature of golf course hours.

**EMPLOYEE ACKNOWLEDGEMENT**

I have received a copy of this job description and have had the opportunity to ask questions about and discuss the contents herein with my supervisor or another company representative. I understand that this job description is not a contract of employment, express or implied, between the Company and me, nor should any representations, verbal or otherwise, be construed as committing the Company for employing me for any definite term. I understand that my employment with the Company is at-will, which means that either the Company or me may terminate the employment relationship at any time for any lawful reason, with or without notice.

I understand the duties and responsibilities assigned to me. I understand that the responsibilities listed herein are not all inclusive and I may be asked to perform other duties as required. Furthermore, I understand that they are intended as guidelines and, as necessary, may change over time.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name