

Belmont Experience Team Member

Job Description

Position Title:	Experience Team Member
Division/Department:	Golf Operations
Reports to:	Senior Assistant Golf Professional
FLSA Classification & Position Type:	Non-Exempt / Part time Hourly
Location:	Belmont 1600 Hilliard Rd, Richmond VA 23228

JOB SUMMARY

First Tee – Greater Richmond is looking for a dedicated and outgoing teammate focused on enhancing the inclusive culture of Belmont and ensuring the best experience for our patrons. Our mission is to provide a fun environment for each player to find their connection with the game, no matter their skill level or knowledge of golf.

Our Experience Team Members will have a vital role in sharing the Belmont story throughout the property, engaging with patrons, First Tee participants, and other guests to help them understand the property and maintaining the standards of a top-tier public facility. Above all, each teammate will convey First Tee’s core values to accomplish our vision to strengthen the character of our community.

Belmont Golf Course was built in 1917 by Hall of Fame Architect A.W. Tillinghast, originally as Hermitage Country Club. In the 1930’s and 1940’s, the course was a frequent stop for the PGA hosting the Richmond Invitational and 1949 PGA Championship, hosting legends like Ben Hogan and Sam Snead. In 1977, Hermitage Country Club built a new facility west of Richmond and Henrico County purchased the course and named the property Belmont Golf Course.

First Tee – Greater Richmond was chosen to lease and operate the course in 2019 and conducted a \$5M renovation to the golf course. The restored and renovated Belmont now features a 12-Hole course (Belmont), a 6-Hole short course (Little Bell), and an 18-hole putting course (The Ringer), in addition to practice facilities which rival that of the best private clubs.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it

necessarily list all possible tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Our goal is to maximize each team member's experience, skills, and potential to create the biggest impact on the culture of the facility. Under this, we will give everyone the necessary skills to work in the starter house, turn house, and as a starter/marshal but will work to focus each team member in the responsibilities they are most suited. Other responsibilities are:

- Engage and provide value to the overall customer experience
- Ensure players are greeted on the first tee and informed of the Belmont story and course conditions prior to the start of the round
- Responsible for starting groups on time and in a orderly manner
- Maintain reasonable pace of play on-course and have the ability to encourage guests to play in a timely fashion in a friendly and respectful manner
- Deliver the highest level of customer service for all patrons
- Maintain awareness of people using the facilities to ensure safe operations and educate patrons on proper usage when necessary
- Keep the VP of Golf and Senior Assistant Golf Professional informed of recommendations, customer questions, and other feedback
- Maintain professional appearance at all times
- Support other departments and teammates as needed

JOB REQUIREMENTS AND QUALIFICATIONS (education and experience)

- Positive and professional demeanor
- Willingness to work as part of a comprehensive and diverse team
- Must pass a background check and SafeSport Training
- Must be able to lift 50 pounds unassisted
- Driver's License Required

WORK ENVIRONMENT, TRAVEL AND EXPECTED WORK HOURS

This position is performed in a golf course environment with majority of the work being outside. Typical days and hours of work will fluctuate with evenings, holidays, and weekend work as required by special events and business demand.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is required to stand; walk; sit; use hands to handle or feel objects, tools or controls; use fingers and hands to control a computer mouse, type or write; reach with hands and arms; talk and hear. The job's specific vision abilities include close vision, distance vision, color vision, and the ability to adjust focus. The employee must be able to lift 50 lbs. to shoulder height.

EEO STATEMENT

First Tee - Greater Richmond provides equal employment opportunities (EEO) to all employees and applicants and does not make employment decisions because of or on the basis of race or traits



historically associated with race, including hair texture, hair type, and protective hairstyles such as braids, locks, and twists, color, religion, sex, sexual orientation, gender identity, pregnancy, childbirth, or related medical conditions, including lactation, age (40 years of age or older), national origin, disability, marital status, veteran status, or any other basis prohibited by federal, state, or local law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. First Tee – Greater Richmond reserves the right to modify the scope of this position. Factors that may affect this position include, but are not limited to, those related to business needs, organizational structure, industry trends, and individual skills and performance.

To apply, please send a resume and cover letter to Brandon Howard at brandon@firstteerva.org