



JOB DESCRIPTION

Job Title	Golf Range Attendant
Management Level	Level 12
Department	Golf Department
Reporting To	Assistant Officer, Golf Operations (Greenkeeper) / Golf Professional/ Golf Administrator
Direct Reports	None

Overall Purpose:

To undertake routine operational and maintenance duties at the Golf Range and practice facilities, ensuring that practice areas, range balls, equipment and associated facilities are clean, orderly, safe and ready for use by members, guests and golf professionals.

Key Responsibilities

1) Golf Range Readiness.

- Undertake routine duties required to keep the Golf Range and practice facilities clean, orderly and ready for use.
- Prepare designated practice areas, hitting bays, mats and other range facilities for daily use.
- Position range baskets, ball containers, mats, markers and other practice equipment as required.
- Maintain designated range areas in a condition suitable for members, guests and golf professionals.

2) Range-Ball Management.

- Collect range balls from designated areas using approved methods and equipment.
- Clean, sort and organize range balls and make them available for use as required.
- Monitor the availability of range balls and report shortages promptly.
- Store collected range balls and related containers appropriately.

3) Practice Area Maintenance.

- Maintain hitting areas, mats and designated practice spaces in clean and usable condition.
- Remove grass cuttings, leaves, litter and other debris from assigned practice areas.
- Maintain collection points and other designated range facilities in an orderly condition.
- Report damaged or deteriorated practice surfaces requiring maintenance attention.

4) Equipment and Facility Care.

- Use range equipment, cleaning equipment, hand tools and other assigned resources correctly and safely.
- Inspect assigned equipment and facilities and report defects, damage or unsafe conditions promptly.
- Clean equipment after use and store it in designated locations.
- Maintain accountability for equipment and other items issued for use.



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5) Cleanliness and Presentation.

- Maintain the cleanliness and general presentation of the Golf Range and associated facilities.
- Collect and dispose of litter and other waste in accordance with established procedures.
- Keep range equipment and accessories properly arranged and presentable.
- Maintain designated areas free from unnecessary obstruction and debris.

6) Member and Guest Service.

- Provide courteous routine service to members and guests using the Golf Range.
- Provide basic information on range facilities and operating procedures within the scope of the position.
- Respond appropriately to routine member and guest requests and refer matters outside the scope of the position to the designated supervisor.
- Maintain appropriate standards of personal conduct and presentation when interacting with members and guests.

7) Golf Coaching, Competitions and Events.

- Prepare the range and practice areas for golf lessons, clinics, practice sessions and other scheduled activities.
- Set up and clear designated practice areas for tournaments, demonstrations and Club events.
- Position range equipment and accessories required for scheduled golf activities.
- Restore designated areas and equipment following lessons, competitions and events.

8) Safety and Orderly Range Operations.

- Observe prescribed safety procedures when working around golfers, golf balls, vehicles, machinery and other equipment.
- Maintain orderly positioning of equipment within assigned range areas.
- Identify and report unsafe conditions, hazards and incidents promptly.
- Comply with established procedures relating to the safe operation and use of the Golf Range.

9) Stock and Resource Utilization.

- Use water, cleaning materials, range supplies and other resources responsibly and economically.
- Monitor assigned supplies and report shortages or replenishment requirements promptly.
- Handle and store consumables and other range materials in accordance with established procedures.
- Minimize unnecessary wastage and loss of Club resources.

10) Reporting and Compliance.

- Report equipment defects, facility damage, shortages, hazards and other operational concerns promptly.
- Provide accurate information on completed work and outstanding maintenance requirements.
- Maintain confidentiality of member, guest and Club information obtained through official duties.
- Comply with Club policies, procedures, work instructions and occupational health and safety requirements.



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- Perform any other related duties reasonably assigned within the scope of the position

Key Measures of Performance

Key Result Area	Measure
Range Readiness	Practice areas and facilities ready for use at required times.
Range-Ball Availability	Adequate supply of clean and usable range balls maintained.
Ball Management	Range balls collected, cleaned, sorted and stored appropriately.
Facility Presentation	Range and practice areas maintained in a clean and presentable condition.
Equipment Care	Equipment and accessories properly used, cleaned and stored.
Member Service	Routine member and guest requests handled courteously and promptly.
Event Readiness	Range prepared adequately for lessons, clinics, competitions and events.
Safety Compliance	Required safety procedures consistently observed.
Defect Reporting	Equipment and facility defects reported promptly.
Resource Utilization	Range supplies and other resources used economically.
Task Completion	Assigned duties completed within prescribed schedules.
Reliability	Consistent attendance, punctuality and dependability.

Minimum Qualifications & Experience

Requirement	Minimum Requirement
Academic Qualification	KCSE or equivalent qualification.
Professional Qualification	Training in golf operations, sports, recreation, hospitality or related areas will be an advantage.
Professional Membership	Not required.
Golf Range Operations	Basic knowledge of golf range and practice-facility operations.
Golf Equipment	Basic knowledge of range balls, mats, baskets and other practice equipment.
Golf Etiquette	Basic understanding of golf etiquette and safe conduct around golfers.
Customer Service	Basic understanding of courteous interaction with members and guests.
Health & Safety	Basic knowledge of safe working practices within a golf and sports environment.
Cleaning and Presentation	Basic knowledge of maintaining clean, orderly and presentable facilities.
Work Procedures	Ability to understand and follow routine operational instructions.
Experience	1-2 years' relevant experience in golf, sports, recreation, hospitality, leisure



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	or a related customer-service environment
Key Relationships	
Internal	
Contact	Nature of Interaction
Golf Operations Supervisors	Receives work assignments, instructions and guidance and reports range conditions, requirements, defects and hazards.
Golf Professional and Golf Operations Team	Coordinates on range readiness, coaching, competitions, events and other golf activities.
Grounds/Green, Spraying and Irrigation Attendants	Coordinates on routine maintenance, cleanliness, treatment and irrigation requirements affecting the Golf Range.
Tee Setters and Golf Administration	Coordinates on range preparation and scheduled golf activities, competitions and events.
Facilities, Maintenance and Housekeeping	Reports technical and facility requirements and coordinates on cleanliness and maintenance of shared or adjoining facilities.
Stores/Procurement	Obtains and accounts for assigned range supplies, equipment and other resources.
Security/Club Services	Coordinates on access, safety, security and reporting of incidents or unusual occurrences.

External

Contact	Nature of Interaction
Club Members and Guests	Provides courteous routine service and information to range users.
Golf Coaches and Instructors	Coordinates on preparation and readiness of practice facilities and equipment for coaching activities.
Equipment and Range-Ball Service Providers	Provides access and relevant operational information, where authorized, and reports service requirements.
Contractors and Service Providers	Coordinates access and work activities where applicable and observes relevant safety and operational requirements.

Agreed and accepted by:

Job Holder Signature	_____ Date: _____
Line Manager Signature	_____ Date: _____
HR Manager Signature	_____ Date: _____
General Manager Signature	_____ Date: _____



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