



GUEST SERVICES ATTENDANT

Job Title: Guest Services Attendant
Reports To: Head Golf Professional
Revised Date: May 2021

Department: Golf Operations
Exempt Status: Non-Exempt

SUMMARY

Guest Services Attendants will provide a memorable experience for all guests on property, delivering exceptional customer service. Applicants must have excellent communication and organizational skill sets. This is a high energy, high touch position that will require excellent people skills and the ability to work weekdays, weekends, and holidays when necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Genuine engagement with all guests at Poppy Ridge Golf Course
- Be visible at all times anticipating and delivering on guest needs
- Clean, stock, and maintain golf cars
- Setup, maintain, and clean practice facilities
- Assist with tournament setup as directed

QUALIFICATIONS

- Excellent communication and organizational skills
- Detail oriented
- 1-year of golf course experience is preferred
- Work in a multi-task environment with a sense of urgency
- Assist other departments as necessary

PHYSICAL DEMANDS

- Requires the ability to stand and walk for long periods of time throughout the day
- Required to work outdoors in various weather conditions
- Must be able to lift and carry 25 pounds

ADDITIONAL POSITION RESPONSIBILITIES

It is expected that other duties and responsibilities will arise from time to time. While this is intended to be an accurate reflection of the position, management reserves the right to revise and/or assign additional tasks whenever circumstances warrant. Annually, performance standards will be reviewed and updated to reflect any additional critical tasks required of this position.