



GOLF ASSISTANT II

THE POSITION

Under the supervision of the Golf Course Manager and Assistant Manager, this position has important impact on the initial impression guests have of the golf course(s) from clubhouse appearance, cart and driving range maintenance and basic customer service, to speed and accuracy of transactions, assistance with purchases and overall enjoyment of the facility.

This position typically works 20 – 30 hours per week, including weekends and holidays, with shifts starting as early as 5 am and ending as late as 10 pm, depending on the season.

EXAMPLE OF DUTIES

The duties and responsibilities of this position include, but are not limited to:

- Maintaining a clean and safe environment for guests as they arrive to the course. Welcoming guests as they enter the clubhouse. Keeping the golf shop neat and organized, including dusting, vacuuming, organizing and rotating inventory and stock. Monitoring bag drop if/when established
- Answering phone calls in a timely and professional manner, and providing accurate and appropriate information. Accepting and processing payments for golf, merchandise and range balls, as well as special event payments. Reserving tee times for guests who contact the course in person or by phone, as well as adjusting reservations as requested or required.
- Maintain special signage around the clubhouse and monitoring hourly bathroom checks.
- Monitor pace of play and react to pace of play issues to assure no more than 4.5 hour pace of play.
- Monitor cart/range attendant activities and performance. Ensure attendants are actively engaged in their assignments and assign additional tasks as necessary.

The position may perform other related work as assigned.

This position is required to be familiar with the conditions of the course and the golfers' experience, and is expected to play golf on the course on a regular basis to ensure a connection between the duties of this position and the condition of the course. In order to meet this expectation, this position shall be entitled to golf on the course without charge during non-working hours.

EMPLOYMENT STANDARDS

Education: High School Diploma preferred, but not required.

Experience: One (1) year experience in customer service/cash handling preferred but not required. Golf/hospitality/service industry experience preferred.

Skills and Abilities: Ability to read and understand written instructions, with strong command of English – both written and oral. Must exhibit attention to detail and focus on cleanliness; use good judgment in carrying out written or oral instructions. Experience with cash and credit card transactions and very good/excellent computer skills. Energetic personality with very good telephone manners.

Driver's License: Must possess a valid California driver's license and demonstrate a good driving record.

PHYSICAL REQUIREMENTS

It is expected that this position will be standing or walking 70% of the time or more, and require regular climbing, bending, kneeling/squatting/stooping, reaching overhead/stretching, crawling; some working on rough and/or uneven terrain, and handling and dexterity; may be required to lift or move objects up to 50 pounds. Position will also require the operation of standard office equipment.

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