



## POSITION DESCRIPTION

<b>Position</b>	Guest Service Attendant
<b>Reports To</b>	Assistant Golf Professionals, First Assistant Golf Professional
<b>Classification</b>	Non-exempt

<b>Position Purpose</b>	Responsible for the welcome and greeting of guests and players; the maintenance of a professional golf car fleet; staging and starting procedures for play; and maintaining a clean and professional practice facility.
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### **General Description of Duties and Responsibilities**

- This position description includes, but is not limited to, the duties and responsibilities noted below:
- Assist with the set-up and organization of the golf cars for any shotgun, split tee or regular tee time starts.
  - Maintain a clean and professional appearance in one's self and workplace.
  - Clean and maintain a proper golf car fleet. And a well running golf car storage area.
  - Maintain a clean, well stocked and professional looking practice facility; including picking and cleaning practice balls, maintain proper inventories of practice balls, and keeping the line in an orderly fashion.
  - Handle guests' golf bags from bag drop to golf car staging and from golf car return back to bag drop.
  - Provide unparalleled service and enthusiasm to any and all questions and requests from our guests.
  - Assist fellow guest service staff in maintaining a clean, professional, and well-stocked practice facility.
  - Responsible for the picking and cleaning of the practice balls in a timely manner to keep proper inventories of practice balls.
  - Keep hitting area free of debris and keep the line in an orderly fashion.
  - Greet each player in a friendly manner.
  - Provide service in any and every way.
  - Go the extra mile to provide the standard of service our guests expect.
  - Perform other duties as assigned.

### **Experience / Education / Certification Requirements**

- High school diploma required at a minimum.
- Valid driver's license

### **Working Conditions and Notes**

- Indoor and outdoor working environment.
- Frequently exposed to inclement weather, potentially dangerous pesticides, herbicides and fertilizers; misdirected golf balls; sharp and rapid equipment movements, moving mechanical parts.
- Occasionally exposed to high, precarious places; fumes or airborne particles; toxic or caustic chemicals; and vibration.
- The noise level in the work environment is usually moderate.
- Sandia Golf Club functions 7 days a week.
- It may be necessary to move an employee from their accustomed shift(s) as business levels demand.
- Business levels determine the amount of hours employees work
- At times employees may be scheduled to work less than 40 hours a week, and other times may be scheduled to work more than 40 hours a week.

### **Physical Requirements**

- Must be able to lift up to 50 lbs. to shoulder height repetitively.
- Frequent bending, turning, kneeling and stooping.
- Must be able to stand for extended periods.
- Must be able to operate a golf cart and other equipment in a safe manner



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- Normal vision and hearing ranges required.
- Must be able to fluently speak and write the English language.

#### **Employee Acknowledgement:**

I have read, reviewed and understand the entire job description for my position. I have reviewed the principal duties for which I am responsible, as well as the minimum requirements of this position. I understand that violation of any of the stated responsibilities and duties may be grounds for disciplinary action. I understand that this document does not create an employment contract, and that OB Sports LLC employs me on an “at will” basis.

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Employee Signature

\_\_\_\_\_  
Date

This position description supersedes any and all prior descriptions issued before the date signed above.