



Equipment Mechanic Job Description

OUR CORE PURPOSE

MAKE A DIFFERENCE

Whether it is improving a club's profitability, providing great customer service, improving course conditions, or improving a customer or fellow associates day through small acts of kindness, we make a difference. As a member of the Bobby Jones Links family, we empower you to make a difference as well.

Core values are the essential and enduring tenets of Bobby Jones Links. They are the glue that holds us together and will stand the test of time, permeating everything we do in our pursuit to *make a difference*.

As a team, we are able to accomplish something collectively that we can't accomplish separately. As a member of the Bobby Jones Links family, we expect you to *make a difference* as well. If you do, you'll succeed remarkably.

OUR CORE VALUES

What follows are characteristics – the core values - of the people who succeed at Bobby Jones Links.

1. FLY THE FLAG

- ★ Firmly believe in what we are doing
- ★ Fight for the greater good of Bobby Jones Links
- ★ Are loyal to our team at all times

2. REALLY GOOD AT WHAT WE DO

- ★ Know and do our job really well
- ★ Follow Bobby Jones Links' systems, policies, procedures, etc.

3. DRIVEN

- ★ Do whatever it takes to get the job done
- ★ Are ambitious and want to grow

4. DEDICATED TO SERVICE

- ★ Offer outstanding, “do whatever it takes”, customer service
- ★ Contribute to the community and the well-being of fellow associates

5. WILLING TO LEARN

- ★ Understand that leaders are learners
- ★ Are always learning how to do our job better and improve as individuals

THE THREE GOLDEN RULES OF SERVICE EXCELLENCE

- ★ We offer a warm welcome.
- ★ We fulfill the expressed and unexpressed needs of our customers.
- ★ We provide a fond farewell.

OUR SERVICE STANDARDS

1. “Yes, is the answer. What is your question?”
 2. We regularly surprise and delight our customers.
 3. When a customer says, “thank you,” we always respond genuinely with “my pleasure.”
 4. We read our customers, focusing on their pace and specific situation to deliver a more personalized service.
 5. We use our customers’ names whenever possible to deliver a more personalized experience.
 6. We make eye contact first with each customer within eyesight, while sharing a smile, speaking enthusiastically and connecting personally. We believe in interactions, not transactions.
 7. We use elevated service language to create a memorable experience for our customers. We use phrases such as “good morning” and “good afternoon” instead of “hi”.
 8. We answer the phone in three rings or less with a smile in our voice. We identify ourselves and ask, “how may I serve you?”
 9. We are empowered to take care of any customer situation that arises. We solve issues quickly and go above and beyond to create member satisfaction.
 10. Rather than pointing, we escort customers towards their destination until they are comfortable with the directions.
 11. We make a difference in our customers’ day. We go above and beyond to impact their lives in a positive way.
 12. Service excellence is a team effort. We step out of our usual duties to assist our teammates.
 13. We create a positive and supportive team work environment, treating each other with respect and dignity.
 14. We are responsible to report and correct defects or problems before they affect the customer. We deliver product and service excellence.
 15. Our attire and demeanor reflect positively on our club and brand.
 16. We respond to customer and associate requests in a timely manner. We answer customer emails and voice mails within 24 hours.
 17. We are Bobby Jones too. Be positive both inside and out of the workplace and honor his character and legacy.
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Equipment Mechanic

The Equipment Mechanic manages all aspects of the club's agronomy operation. This position reports to the club's Golf Course Superintendent.

Primary Responsibilities

- ★ Memorize and live by Bobby Jones Links' Core Purpose and Core Values.
- ★ Know Bobby Jones Links' 17 Service Standards. These are the rules by which we serve.
- ★ Always have your Bobby Jones Links Associate Card with you. It is part of your uniform.
- ★ Abide by the employment rules in Bobby Jones Links Associate Handbook.

Specific Job Responsibilities

The Equipment Mechanic overarching responsibility is to maximize the golf course equipment's condition and health within the budget provided.

Financial and Reporting

- ★ Assists in the preparation of the club's annual agronomy budget and financial goals, then religiously monitor and manage the repair and maintenance dollars in the achievement of these goals.
- ★ Builds a *team* of associates that are fully trained for their jobs, understand the clubs goals and are held fully accountable for their results.
- ★ Assist in holding all agronomy department associates accountable for providing top-notch golf course playing conditions.

Operations

- ★ Learns thoroughly the policies and procedures in *Carpe Diem* and manages the agronomy department according to these important Bobby Jones Links guidelines.
- ★ Ensures the golf course, clubhouse grounds, and maintenance building presentation and appearance is always clean, pleasing to the eye, and impeccable in its presentation, following the guidelines as set forth and measured in the Bobby Jones Links Operational Audit.
- ★ Attends the monthly agronomy staff meeting with the golf course personnel that covers training, customer service, and progress since the prior month.

- ★ Ensures all members and guests receive the highest level of service.
- ★ Follows and implements the management directives, programs, and policies sent to the club by Bobby Jones Links.
- ★ Practices *management by walking around* – touring the golf course daily to ensure it is operating according to Bobby Jones Links standards.
- ★ Has daily communication with the Golf Course Superintendent regarding the golf course conditions and its playability.
- ★ Keeps all permits and licenses pertaining to the agronomy department up-to-date.
- ★ Handles all chemicals and hazardous substances safely and according to the law.
- ★ Responsible for the operation of all maintenance equipment, along with calibration and operation of each.
- ★ Inspects equipment for operating deficiencies. Repairs and adjusts where needed.
- ★ Maintains repair records on all maintenance pieces.
- ★ Trains the staff to use each equipment piece properly and safely.
- ★ Trains the staff in the cleaning of all equipment pieces.
- ★ Maintains a safe work environment for all agronomy associates, providing regular training to them in this area.
- ★ Assists in overseeing all capital improvements to the golf course.
- ★ Assist the golf department with any issues it may have with its golf carts and range picker or any other course vehicle.
- ★ Assist the food and beverage department with any issues it may have with its beverage cart or any other course vehicle.

Human Resources

- ★ Makes certain to read the *Bobby Jones Associate Handbook* and sign an acknowledgement that they did.
- ★ Makes certain to view Bobby Jones Links' orientation and customer service video and takes the corresponding tests within 14 days of hiring.
- ★ Follows all State, Federal, and Bobby Jones Links rules in regard to human resources including such key policies as hiring and firing, discrimination, and harassment.
- ★ Works directly with the club's golf committee to maximize communication and execution of their priorities.

Physical Demands & Work Environment Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to:

- ★ Walk and stand for long periods of time, sit, bend, use hands to finger, handle, or feel; and talk or hear, stoop, kneel, crouch, close vision, distance vision, peripheral vision depth perception and ability to adjust focus.
- ★ Lift up to 50 lbs. regularly; up to 75 lbs. occasionally and to lift overhead and push/pull, move heavy objects.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will frequently:

- ★ Be exposed to outside weather conditions including temperatures over 90 and below 40 degrees.
- ★ Work near: moving mechanical parts, fumes, toxic or caustic chemicals.
- ★ Noise level in the work environment is frequently loud

Required Skills

The Equipment Mechanic of a Bobby Jones Links club must have the following skills:

- ★ The ability to lead people and build cohesive teams working toward a common goal.
- ★ The ability to provide exemplary member and customer service.
- ★ The ability to get along with people.
- ★ The ability to proficiently use Excel and Word.
- ★ Must have a thorough working knowledge of the club's agronomy operation.
- ★ The endurance and commitment to work the long hours (minimum 50 hours per week) and weekend work that the club business requires.
- ★ Must have significant experience in the club business.

Equipment Mechanic Signature

Date

Supervisor Signature

Date