
POSITION DESCRIPTION

JOB TITLE: Outside Services Attendant (Full-Time)

SEASONAL: October through May

DEPARTMENT: Golf

REPORTS TO: Head Golf Professional; First Assistant

ESSENTIAL PURPOSE: To deliver clean, safe golf carts to our members and guests and to provide first-class service at all times.

ESSENTIAL DUTIES:

- To understand and respond to all member and guest needs and requests in a timely and professional manner.
- To greet all members and guests upon their arrival at their cars with a clean, safe and properly stocked golf cart, and to assist them with their golf bags.
- To maintain, in appropriate areas, an ample and orderly supply of golf carts.
- To approach all members and guests, at the end of their round, to clean their clubs and to assist them in returning their golf carts.
- To follow all specified procedures to satisfactorily perform routine daily tasks, including collecting and cleaning range balls; storing, cleaning, and charging golf carts; removing trash from staging areas; and to open and close the bag room and golf cart storage area.
- To monitor the cleanliness, order, safety, and aesthetic quality of the property, including all equipment, immediately reporting service needs.
- To be knowledgeable about all goods and services offered by the club and to actively promote them to members.
- To participate in the set up and breakdown of clubhouse or golf special events.
- To transport, as needed, golf carts to and from the cart staging and storage areas.

- To advise the supervisor of any complaints so they may be professionally resolved.
- To engage in the daily cleaning and repairs/maintenance of the golf cart fleet, ensuring that all records are kept properly.
- To maintain and be responsible for the practice area, keeping range balls picked up by using the range picker in a safe and appropriate manner and cleaning the range balls, as needed.
- To issue and retrieve rental clubs for/from members and guests, and clean clubs after use, including verifying that all clubs are accounted for and stored properly.
- To clean members' shoes and change spikes when necessary.
- To administer daily play policies to ensure the Pace of Play program is being followed, as requested.
- To assist Cart Mechanics, as requested.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others, and to comply with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross-training, as directed.

JOB KNOWLEDGE & EDUCATIONAL LEVEL: High school diploma or equivalent required. Minors attending high school must obtain work permit (Form B1-1). English fluency required. Previous private club experience preferred.

SKILLS AND APTITUDES: Detail oriented. Organized and efficient. Learns quickly. Safety-minded. High quality service standards. Diplomatic and calm. Strong verbal communications skills. Courteous, friendly, and professional manner. Good team player. Member service focus. Able to work productively with little supervision. Trustworthy and reliable.

WORKING CONDITIONS: Works outdoors in varying weather conditions throughout shift.

PHYSICAL DEMANDS: Continually stands and walks throughout shift. Bends, stoops, reaches, and lifts to perform routine job tasks. Occasionally required to handle and move objects weighing up to 80 lbs over short distances. Flexibility and good reflexes required to operate electric carts. Must be able to withstand prolonged exposure to the sun.

IMPACT OF DECISION: Decisions directly impact member service and the public image of the club. Poor decisions may result in member dissatisfaction and loss of revenues, due to lack of organization, unsafe work practices, or improperly handled member service situations.

GENERAL: Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

JOB CLASSIFICATION: The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

NON-EXEMPT POSITION: Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor, Head Golf Professional, or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

AT-WILL EMPLOYMENT: The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of operations.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

Employee's name (please print)

Employee signature
Date: _____