

RICHLAND COUNTRY CLUB OUTSIDE SERVICES

The Outside Services Attendant (OSA) will be the first point of contact for any member and/or their guest(s). OSA is responsible for assuring that members and their guest(s) have consistent, world-class service before, during and after their time on the golf course facilities. The Outside Services Team (OST) will be responsible for the preparation of the practice facilities including the driving range, putting area and chipping area, as well as the execution of *on schedule* daily play.

Ultimately, member service is our number one goal. It comes before *anything* else while you are on property! A well-qualified candidate will constantly promote an exceptional golfing experience through **outstanding** customer service in a friendly/enthusiastic manner (you are here to help the members with anything they might need!) You'll meet each member/guest with a warm welcome and a smile, while listening closely to their specific needs and/or questions.

- Adhere to the standards set forth by the Richland Country Club Board of Directors
- Provide assistance during tournament weekends
- Have a fundamental knowledge of golf etiquette, golf facility operations and tournament operations (cart setup, member services etc)
- Always be visible to the members

QUALIFICATIONS

- Excellent customer service skills **required**
- **Must be punctual and dependable**
- **Must be outgoing** with a positive attitude and **diligent** work ethic
- Knowledge of the game of golf and etiquette is a **positive**
- Previous employment at a golf course or service industry is a **positive**

JOB DESCRIPTION/DUTIES

- Be **on time** and ready to work before your scheduled shift time and always have the following:
 - Name tag
 - Radio (we provide)
 - Proper uniform
 - Good attitude
- Daily operations of bag storage/cart barn area
 - Maintain a clean and orderly bag drop at all times
 - Clean up any trash
 - Sweep debris from bag room and cart barn
 - Refill coolers as needed
 - Clean/fold golf towels
 - Removing/replacing clubs and other items from/into member's trunks
 - Cleaning member's clubs before/after round

- Proper cleaning, preparation and operation of 60 golf carts and 2 service carts
- Staging golf carts in different areas of the property
- Parking golf carts into cart storage at end of each day
- Set-up and maintain practice facilities
 - Daily open and close of driving range, chipping and putting areas
 - Restock driving range and practice areas with golf balls, tees, towels, water bottles etc
 - Picking driving range with gas-powered range picker and cleaning driving range golf balls
- Member relations
 - Greeting members/guest(s) upon arrival. Exceptional service for members before, during and after completion of play/practice
 - Develop name recognition skills
 - Ensure that members/guests retrieve all belongings from golf carts as well as bag drop area
 - Communicate *any/all* member/guest questions, concerns or comments to your shift leader and/or Director of Outside Services
- Shifts available
 - 630am – 230pm (Tuesday – Friday & Sunday)
 - 530am – 230pm (Saturday)
 - 11am – close (Tuesday – Sunday)
 - 2pm – close (Tuesday – Sunday)

BENEFITS

- Uniforms provided
- Daily lunch provided
- Health/Dental available after 90 days of full time status (30+ hours a week)
 - Retirement/401k available

Drug screen and background check required for employment