

Richland Country Club Golf Outside Services Manager

The Outside Services Manager will be the first point of contact for any member or guest.

This person will be responsible for assuring that the members and their guests have consistent world class service.

They will oversee the preparation and execution of daily play.

They will serve as a golf ambassador and daily golf concierge for our membership and guests.

- Promoting an exceptional “Golfing Experience” through outstanding customer service to our members and our outside guests in an enthusiastic and friendly manner.
- Provide each member and guest with a warm welcome and a fond farewell. Meet and greet each member and guest with a smile.
- Adhere to the standards, goals and objectives set forth by the Richland Country Club Board of Directors.
- Emphasis on hiring, training, managing and motivating a young, professional, friendly and attentive Outside Services Team to exact standards and enforcing same.
- Leading by example at all times.
- Provide assistance in the tournament operations.
- Have a fundamental knowledge of the game of golf, rules of golf, golf facility operations and tournament operations.

Essential Responsibilities

The RCC golf outside services team is often the first point of contact for our Members and Guests. The primary objective is to be pro-active, service minded and provide a premier level of hospitality. Duties listed below are some of the daily task that will be essential to the role.

- Proactively manage daily work flow to maximize productivity.
- Assist with golf cart fleet management to include proper cleaning, charging and maintenance practices.
- Assist the Golf Professional Staff with on course assistance as requested.
- Assist fellow teammates to ensure the highest quality of member and guest service.
- Greet all Members and Guests by name and in a professional and friendly manner.

- Study the tournament/event calendar so as to be able to communicate details with Members/Guests.
- Conduct oneself in a professional manner and maintain a professional image at all times
- Retrieve golf bags from member/guest car or storage. Assure all golf bags are properly tagged, cataloged, and stored in the correct bag storage slot. Load bags onto golf cars.
- Assure golf cars and windshields are clean, charged and properly supplied with scorecard, pencils, tees, etc. May have to shuttle golf cars to different areas of club.
- Perform Practice Facility work as assigned, including setting up range each morning, picking up and cleaning range balls, and tournament shotgun preparations.
- Maintain Golf Car Staging area, clean/sweep up trash, provide clean towels, and fresh water/ice.
- Assure that the Golf Car Wash area is well maintained and clear of debris throughout the day.
- Attend to each player and their golf bag including cleaning all clubs and accurately replacing head covers before returning clubs to storage or the Bag Drop.
- Ensure that members and guests retrieve all personal belongings before departing the Golf Car Staging area.
- Confirm, verbally, that the correct golf bag is placed in the correct trunk before members and guests depart the Bag Drop area.
- Develop member name recognition skills.
- Taking ownership of your own work.
- Communicate problems immediately to the Shift Leader or Golf Professional Staff to ensure a timely resolution.
- Other duties willingly performed as assigned.

Experience Required

- Prior experience in golf operations required (3 years).
- Background as a golfer and/or caddie helpful.
- Position requires significant walking, lifting, bending, and standing.
- Will be required to repeatedly lift and carry up to 80 pounds.
- Salary is open to experience and finding the right, dynamic candidate.