



DISTRICT OF TAYLOR

Outside Attendant

Job Description

Title: Outside Attendant

Date: June 16, 2022

Department: Golf Course

Job Category: Service/Labour/Sales

Reports To: Golf Professional

Position Number:

Interacts With: Golf club staff, members, customers, vendors, public

Grade Assignment: 1

General Summary:

Reporting to the Head Golf Professional, and working as a key member of the golf course team, the Outside Services Attendant works to support the cleaning and maintenance of golf services equipment and areas including, but not limited to, cleaning and fueling golf carts, cleaning and maintaining other golf equipment, operating equipment to pick and clean range balls, assisting in event set up, and outside and inside cleaning.

Primary Duties and Responsibilities:

General

- Present and maintain a professional, positive and tactful attitude when dealing with internal and external stakeholders. Supports and champions the activities of a respectful workplace
- Understands, complies and reinforces the District of Taylor policies, programs and guidelines applicable to the department
- Provides excellent services to the community, ensuring professional, friendly, and efficient interactions with community members (recognizing and acknowledging regular customers and Members)
- Actively engaged in appropriate, accurate, timely, and transparent communication flow with stakeholders (both internally and externally) to ensure accurate information is shared on an ongoing basis

Health and Safety

- Awareness of and dedication to working safely according to applicable standards, policies and procedures
- Ensures the cleanliness of the rental equipment, stock rooms, and public areas, ensuring all appropriate health and safety regulations are met
- Ensures the proper set up and cleanliness of practice facilities, cleaning up balls, baskets and other equipment
- Cleans and fuels rental golf carts, ensuring that any damage or mechanical issues are reported to the Pro Shop Attendant and/or Head Golf Professional
- Cleans up outside and inside areas of the golf club

Outside Services

- Supports the set up of the golf services aspects of tournaments, leagues and special events
- Brings customer concerns to the attention of the Pro Shop Attendant, on-duty supervisor and/or Head Golf Professional
- Completes range picking, including the operation of the range picker as well as manual picking of balls
- Collaborates with other Pro Shop and Outside Services staff to ensure excellent overall service levels
- Demonstrates proper care, control and handling of golf club assets and inventory
- Answers general questions about overall golf club operations, and where unable to answer questions, directs customer to appropriate contact

Requirements and Qualifications:

Education and Experience:

- 16 years of age or older
- Prior experience working in a customer service or labour position an asset
- Understanding and enjoyment of the game of golf an asset

Knowledge, Skills, and Abilities:

- Awareness of and dedication to working safely according to applicable standards, policies and procedures
- Able to communicate in a professional and courteous manner with customers and team members
- Good written and verbal communication skills, including the ability to interpret shift tasks from a written list left by a supervisor
- Able to safely operate a golf cart and other golf course and maintenance equipment
- Able to stay on task even when completing jobs that may be very routine or mundane
- Able to manage and maintain a positive attitude in a fast-paced work environment
- Able to manage and work efficiently with little supervision

Other Requirements:

- Clear Criminal Record Check
- Legally entitled to work in Canada

Working Conditions (environmental conditions, physical demands, travel, etc.):

- This is a seasonal position, with scheduled hours varying through the season (generally April – Thanksgiving weekend). Hours can be impacted by weather conditions when it impacts operating hours of the course
- Although there is some schedule flexibility, employees can expect to work on league nights (Tuesday – Thursday), weekends and special events. There is limited availability for extended time off during the season
- Able to complete labour activities outdoors in a variety of weather conditions
- Due to the fast-paced service nature of the role, must be able to stand and walk for long periods

Disclaimer:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Related duties, responsibilities and activities may be assigned at any time with or without notice.

Approval:

<u>Ryan Galay, Director</u> Name/Title of Community Services	<u>[Signature]</u> Signature	<u>Aug 4, 2022</u> Date
<u>Maira Green</u> Name/Title Chief Administrative Officer	<u>[Signature]</u> Signature	<u>Aug 4 2022</u> Date

