



## Guest Services Attendant

**FLSA Status:** Non Exempt  
**Department:** Golf  
**Reports to:** Head Golf Professional or Other Department Manager or Director

### General Purpose:

Creates a positive experience by assisting guests and members with outside services.

### Essential Duties:

- ◆ Assists with the overall upkeep of the clubhouse, cart storage area and parking lot.
- ◆ Assists in the setup and execution of golf tournaments and outings.
- ◆ Provides sincere and courteous service to all guests with items such as bag handling and club cleaning.
- ◆ Maintains the cart staging area in a neat and orderly fashion, including the podium and bag drop area.
- ◆ Maintains the cart storage area and cart wash down area in a neat, clean and orderly condition.
- ◆ Prepares golf carts for play following the standards of Troon Golf.
- ◆ Assists in educating players regarding course policy, current cart policy, speed of play and so forth.
- ◆ Assists players by changing their golf spikes, if needed.
- ◆ Performs range maintenance such as: presenting practice facility with practice balls, bag stands, den caddies and/or ball pyramids, and maintains ball inventory over the course of the day.
- ◆ May direct start of play.
- ◆ Maintains accurate records of golfers renting clubs.
- ◆ Services the customer who is renting golf clubs and cleans rental clubs upon return.
- ◆ Assists with food and beverage activities.
- ◆ Cleans golfers clubs upon completion of play.
- ◆ Incorporates safe work practices in job performance.
- ◆ Regular and reliable attendance.
- ◆ Performs other duties as required.

### Education/Experience:

Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience

### Physical Demands:

Frequently stands, walks, uses hands, talks or hear. Occasionally sits, climbs, balances, stoops, kneels, crawls or crouches. Regularly lifts up to 25 pounds and occasionally lifts up to 50 pounds.

### Environment/Noise:

Regularly works in wet or humid condition (non-weather). Occasionally works in areas with moving mechanical parts; may come into contact with fumes or airborne particles, toxic or caustic chemicals. Frequently works in outdoor weather conditions.

### Certificates/Licenses:

Valid Driver's License.

### Job Knowledge, Skill, and Ability Preferences:

- ◆ Ability to read and speak English may be required in order to perform the duties of the job (e.g. the associates may be required to communicate with English speaking customers or co-workers, the manuals for the equipment the associates may use are in English).

This job description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.