



Position Title: Outside Guest Services Attendant

Department Name: Turtle Bay Golf Shop / Operations

Location: Golf Course, Guest Services Kiosk

Reports to: Assistant Golf Professional / Head Professional / Director of Golf

Office & Travel Requirements: NA

FLSA classification: Non-Exempt – FT, PT, OC

Created/updated on: Feb 2025

Position Summary:

The Outside Guest Services Attendant is responsible for providing exceptional service to guests, ensuring that their experience on the golf course is enjoyable and seamless. This position involves a variety of outdoor duties, including customer interaction, golf cart management, and general maintenance of the course facilities.

Key Responsibilities:

- Greet and welcome guests in a friendly and professional manner as they arrive at the golf course.
- Assist golfers with the loading and unloading of golf bags.
- Provide guests with information about course conditions, tee times, and available services, helping them with any special requests.
- Assist with resolving guest complaints or concerns promptly and professionally, ensuring a positive experience.
- Assists with inventory and proper handling of rental clubs and golf bags in storage, range balls and towels; maintains record of personal bags and shoes in storage.
- Monitor the flow of golfers on the course, ensuring timely pace of play and offering assistance as needed.
- Manage and maintain the practice facility, ensuring the driving range and putting greens are clean, stocked, and ready for use.
- Assist with course setup, including placing tee markers, setting up water stations, and ensuring the course is ready for daily play.
- Ensures carts are properly stocked, staged and charged and in working order for guest use, communicates problems to cart mechanic by completing appropriate repair forms.
- Responsible for cleanliness and orderliness of cart storage facility, podium and surrounding area, and cart return.
- Coordinates the inventory of clubhouse and cart amenities and supplies with the assistance and direction of the Supervisor.
- Complete task assignments including, but not limited to, washing and folding towels for guest use, and cleaning and detailing golf carts and rental clubs
- Assists in the coordination of tournaments and special events with the golf professionals.
- Responds to trouble calls of inoperable carts and may be required to estimate damage costs.
- Assists with club repair needs and requests, communicating to Manager/Supervisor and/or golf professionals.
- Follow all safety guidelines related to the use of equipment and golf carts. Maintain a safe environment for guests and staff.
- Other job duties as assigned.



Minimum Qualifications: Applicants must minimally meet these to be considered for the role.

1. High School Diploma or GED
2. Must be at least 18 years of age

Additional Requirements:

1. Must possess a valid drivers license
2. Previous experience in the Golf or Customer Service industries a plus
3. Ability to stand, walk, and lift items for extended periods.
4. Strong verbal communication skills and a friendly, approachable demeanor.
5. Ability to perform tasks with accuracy and attention to detail, including managing golf carts and maintaining clean areas.
6. Must follow all safety protocols while operating equipment and interacting with guests.
7. Ability to work various shifts, including weekends and holidays, based on course needs.

Supervisory Responsibilities:

The Outside Guest Services Attendant **does not** currently have direct reports.

Working Conditions

1. This role is primarily outdoors, with the attendant being exposed to various weather conditions (sun, rain, wind, cold). The ability to work in changing weather is essential.
2. The position requires standing for long periods, walking long distances, and lifting or carrying of golf bags and other equipment. Attendants should be prepared for moderate physical exertion. Must be able to lift 50lbs.
3. Shifts may vary, with early mornings, evenings, weekends, and holidays being the most common. Flexibility in scheduling is required due to the nature of golf course hours.

EMPLOYEE ACKNOWLEDGEMENT

I have received a copy of this job description and have had the opportunity to ask questions about and discuss the contents herein with my supervisor or another company representative. I understand that this job description is not a contract of employment, express or implied, between the Company and me, nor should any representations, verbal or otherwise, be construed as committing the Company for employing me for any definite term. I understand that my employment with the Company is at-will, which means that either the Company or me may terminate the employment relationship at any time for any lawful reason, with or without notice.

I understand the duties and responsibilities assigned to me. I understand that the responsibilities listed herein are not all inclusive and I may be asked to perform other duties as required. Furthermore, I understand that they are intended as guidelines and, as necessary, may change over time.



Employee Signature

Date

Print Name