



OWL'S NEST

LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT

JOB DESCRIPTION

TITLE: Sports Nest Attendant

REPORTS TO: Sports Nest Operations Manager

DEPARTMENT: Golf Operations

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY

As a Sports Nest Attendant, you will be responsible for attending to the needs of guests and must be able to work both independently and as part of a team. In this position, you will be responsible for acting on behalf of the Sports Nest Operations Manager and Supervisor(s) by administering existing policies and regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Open and close the Sports Nest and perform all associated duties.
- Assist with tournament set-up, management and closing duties.
- Responsible for interacting with guests and providing them excellent service and satisfaction.
- Operation of the Court / Tee-time reservation system.
- Use a POS to collect fees and process retail merchandise sales.
- Complete necessary registration paperwork.
- Answer the phone and provide Resort related assistance.
- General knowledge of golf/tennis equipment and product manufacturers.
- Provide information and answers questions concerning various programs.
- Display and stock various retail items.
- Assist with monthly inventory count of retail items.
- Keeping the Sports Nest shop and deck clean and orderly.
- Become familiar with guests' needs and expectations.
- Keep inventory and report sales at the end of each business day; must be responsible with money.
- Act as an information center to address the FAQs about the Resort.
- Must be a polite, courteous, and trustworthy individual.
- May perform duties as needed or assigned to maintain proper operations of the resort property.
- It is your responsibility to have a firm understanding and general knowledge of all resort amenities.

KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma or GED equivalent preferred.
- Ability to work unsupervised.
- Organization and mindfulness, positive attitude, commitment to exceptional customer services, and ability to work as part of a team.
- Experience in the resort/hospitality industry helpful.

LICENSURE / CERTIFICATIONS REQUIREMENTS

- Must be 18+ years old.
- Valid Driver's License.
- TEAM Training Certification (or within 30 days of hire).
- Participate in ongoing training and education.

PHYSICAL REQUIREMENTS / WORKING CONDITIONS

- Flexible scheduled which may include day, evening, holiday, and weekend assignments.
- Must be able to lift and stack objects up to 50 pounds occasionally and frequently exert 10 to 20 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Work involves frequent periods of standing and walking, which may include climbing ladders and staircases.
- Work involves stooping, kneeling, crouching, twisting/turning and reaching, bending at the waist.
- Indoor/Outdoor work environment with exposure to weather extremes.

I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Sports Nest Operations Manager's guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest Resort; it is my responsibility to notify the Sports Nest Operations Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.

Signature

Printed Name

Date