



JOB DESCRIPTION

TITLE: Outside Services Attendant

REPORTS TO: Outside Services Supervisor

DEPARTMENT: Golf Operations

FLSA STATUS: Non-Exempt (Hourly)

JOB SUMMARY:

As an Outside Services Attendant, you must be an outgoing and hardworking individual with a passion for golf. You will perform a variety of skilled preventative and general maintenance as well as tend to the course's operational needs to ensure a high-quality guest experience. Attention to detail and commitment to exceptional customer service is a must in this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Meet and greet all guests in a warm, friendly, and professional manner in accordance with all Resort policies and procedures.
- Assist players in unloading golf bags at the bag drop or from the parking lot and getting set up on carts.
- Attend to the golf cart fleet; including, but not limited to daily cleaning and stocking as well as basic scheduled maintenance.
- Stage, clean, stock, charge, and check carts before and after each use and return carts to storage area at the end of the day.
- Ensure that carts are always available for player use; windshields are clean, and seats dry.
- Report all cart damage immediately to Outside Services Supervisor or Retail & Golf Manager.
- Work closely with entire Golf Operations staff to prepare for and conduct golf events.
- Ensure the cart storage, staging areas and general vicinity of the Sports Nest are kept orderly and clean, including trash receptacles, shoe brushes, etc.
- Inspect receipts and dispense range balls in accordance with club policies.
- Supply players with score cards and pencils.
- Pick driving range as needed and wash range balls. Make sure cut or damaged balls are disposed of immediately.
- Keep driving range tee neat and orderly, fill divots.
- Act as an information center to address the FAQs about the Resort.

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- Help keep all working areas attractive, neat, and clean, free of trash and waste.
- Fill and maintain drinking water dispensers and supplies on course throughout the day.
- Empty trash receptacles on course daily.
- Participate in scheduled Project Shifts intended to improve the overall resort experience.
- Be friendly, helpful, and courteous to each guest and help to provide a fantastic golf experience.
- Assist with delivered items.

The resort environment is unique in that we all share some degree of responsibility for each other and our role to collectively promote the resort in the best light possible. You will work consistently with other departments to create the overall brand image and are expected to be a team player who is willing to assist where appropriate and necessary.

KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma or GED preferred.
- Minimum of one year experience in a related position.
- Must know how to operate golf cart.
- Ability to work unsupervised.
- Demonstrate efficient problem-solving skills.
- Ability to convey a professional demeanor with guests and coworkers.
- Excellent communication skills both verbally and visually.
- Able to multi-task while still paying attention to detail.
- Organization and attention to detail, positive attitude, commitment to exceptional customer services, and ability to work as part of a team.
- Experience in the resort/hospitality industry helpful.

LICENSURE / CERTIFICATION REQUIREMENTS

- Valid Driver's License.
- Participate in ongoing education and training.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Ability to work a flexible schedule, which includes days, evenings, holidays 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.
- Walking, sitting, and standing to a significant degree, reaching, handling, climbing stairs, balancing, pushing, kneeling, crouching, twisting/turning, bending at the waist, stooping, talking, hearing, seeing, and smelling.
- Exposure at times to inclement weather.

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I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with my Supervisor'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; it is my responsibility to notify the Outside Services Supervisor 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

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