

Golf club house attendant

Community Development Service

POSITION PERIOD

Full time, seasonal (6 months/year – 40 hours weekly)

EMPLOYMENT SUMMARY

The Golf Clubhouse Attendant plays a vital role in delivering a welcoming and seamless experience to all guests and members. This position is responsible for front desk reception duties, maintaining cleanliness throughout the clubhouse, managing retail and snack bar sales, providing top-tier customer service, and administering tee times efficiently.

ROLES AND RESPONSABILITIES

Reception & Guest Services

- Greet members and guests promptly and professionally.
- Answer phone calls and respond to inquiries regarding tee times, facilities, and club policies.
- Check-in golfers and confirm scheduled tee times.

Tee Time Management

- Manage and update the tee sheet system accurately.
- Ensure groups adhere to scheduled tee times and course pace-of-play guidelines.
- Communicate with course marshals and golf staff as needed.

Sales & Point-of-Sale Operations

- Process sales of snacks, beverages (including liquor), golf equipment, and merchandise.
- Handle cash and electronic transactions accurately using the POS system.
- Maintain inventory and restock retail and snack bar areas as necessary.

Clubhouse Cleanliness & Maintenance

- Ensure the clubhouse (including restrooms, lounge areas, and front desk) is clean, organized, and presentable at all times.
- Perform daily light cleaning tasks and report maintenance needs to management.

Customer Service

- Provide outstanding service and resolve any guest concerns or issues promptly and professionally.
- Maintain a friendly, helpful, and professional demeanor at all times.

Qualifications:

- Previous experience in customer service or golf club knowledge is an asset.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Must be organized, punctual, and detail oriented.
- Proficiency with computer systems and POS software.
- Must be of legal age to sell and serve alcohol.
- Availability to work flexible hours, including weekends and holidays.

Physical Requirements:

- Ability to stand for extended periods and perform light physical tasks (cleaning, stocking).
- Ability to lift up to 25 lbs.

Caution: The above statements reflect the characteristic elements of the identified job and are intended to describe the general nature and level of work performed and should not be construed as an exhaustive enumeration of all inherent occupational responsibilities, duties, abilities, and requirements. All staff members may, from time to time, be required to perform tasks outside the scope of their normal responsibilities, as required.