



# Orchard Beach Golf & Country Club

## Job Descriptions

### Golf Operations

**Job Title:** Customer Service Associate  
**Department:** Clubhouse, Pro Shop  
**Reports to:** General Manager  
**Job Summary:** The Customer Service Associate is trained in multiple areas of clubhouse services. These include, but are not limited to, Pro Shop sales, bartending, serving, beverage cart sales and power cart maintenance at OBGCC.

#### **Duties and Responsibilities:**

Specific duties include:

- Telephone inquiries
- Booking tee times using the booking procedures
- Ensuring tee off schedules run on time
- Merchandise sales and product knowledge
- Ensuring carts are available for customers
- Ensure that all power carts are cleaned and put away each night
- Sanitize all carts after EVERY use, ensuring all touch points are disinfected
- Ensure that there is fresh club cleaning water in reservoirs on carts
- Ensure divot containers are full on carts
- At end of day, ensure all carts are secured with alarm wire
- Keep exterior area of the Clubhouse tidy, ie: sweeping of cobwebs, sweeping patio area around check-in window, watering planters
- Prepare BBQ – cook grill items
- Assist Food and Beverage Service delivery
- Empty ALL garbage cans at the end of the night daily
- Vacuum the pro shop when asked
- Represent OBGCC in a professional manner
- Available daytime, evenings, weekends
- Able to work long days and late nights to complete events
- Other duties as assigned

#### **Skills and Education Requirements:**

Minimum grade twelve education. Some customer service experiences an asset.  
Minimum mechanical aptitude. Good time management and communication skills.

#### **Inter-Relationships:**

Contact with all levels of personnel within the company and with customers.

#### **Needed Attributes:**

Ability to always interact with members and the public in a professional manner. Ability to perform a variety of tasks with some direction and minimal supervision.

**Approved by:** Gary Glenister, General Manager