



POSITION: Golf Shop/Guest Services Associate

DEPARTMENT: Golf Operations

REPORTS TO: Golf Operations Manager

START DATE: Mid-May

END DATE: End of October

Our mission at Glasgow Hills is to have 'exceptional people delivering an exceptional experience!' As a Glasgow Hills team member, you play a significant role in helping us deliver that promise to all our guests this season.

Position Summary

As a member of our Glasgow Hills Golf Operations team, you will be first point of contact, interacting with members and guests daily, promptly responding to all inquiries in a courteous and efficient manner. You will play a crucial role in ensuring our mission statement is delivered to each member and guest. This position is a combination role, Golf Shop and Guest Services Associate duties.

Position Requirements (not limited to)

- Strong Interpersonal and Communication Skills
- Passion, Desire, and good Team Player
- Ability to Learn and be Mentored
- Basic Computer Skills
- Fluent English

Position Summary

- Be proactive and provide exceptional service, while maintaining the Glasgow Hills service standards
- Responsible for the daily check-in of members and guests, answering telephone inquiries, booking tee times, retail sale of golf shop merchandise, complete all opening/closing duties to include end of day cash balancing, and communication with all areas of the Golf Operations.
- Responsible to act as first point of contact for all members and guests, prepare/deliver golf carts, assist with golf clubs, washing/cleaning/parking of golf carts, driving range duties as required, and communication with all areas of Golf Operations.
- Periodically assist with the Starter/Player Assistant.
- Embody a positive attitude and desire to have fun at work.

Compensation

- Wage: TBD based on experience
- 50% F&B discount while on shift, 25% F&B discount when not on shift
- Staff Uniform and clothing allowance
- Staff Appreciation Events

If you are interested in join our team of exceptional people at Glasgow Hills for the 2023 Season, please send your resume to slevere@glasgowhills.com