



SILVERTIP[®]
CANMORE ★ ALBERTA

Starter

Reports to the:

Golf Service Supervisor

Summary:

Do you strive meeting new people every day? Are you looking for a fast paced, tight knit working environment in the heart of the Canadian Rocky Mountains? Silvertip Resort may be the perfect fit for you. Golf season at Silvertip runs from early May until mid October with staff accommodations available on site. Silvertip has all the amenities to create summer memories that will last a lifetime.

The Starter at Silvertip Resort will perform all practices that are required to uphold one of Canada's top resort golf courses. This position will let you be a part of the daily operations whose goal is to provide memorable golf experiences for our guests. As an employee at Silvertip Resort you will be responsible for maintaining a healthy and safe work environment for all fellow employees and our guests.

Every Employee at Silvertip Resort will possess the following Core Competencies:

- A team-oriented individual who strives to create a memorable guest experience.
- An individual who maintains high standards and thrives off of accomplishing tasks and achieving goals.
- An active listener who has a positive and responsive personality with the ability to make decisions and exercise independent and sound judgment.
- An individual who has a lifelong love for nature and is inspired to respect and promote the environment that surrounds you.
- An individual that has the belief that all workplace injuries are preventable and will maintain a healthy and safe environment.

Job Duties:

- Greet and interact with any guests you encounter - with a smile.
- Keep all equipment and work areas clean and safe and in proper working order at all times.

- Ensure golfers start at their assigned tee time.
- Ensure all golfers have checked in and paid their green fees before teeing off.
- Deliver the first tee speech to all groups.
- Ensure guests understand golf cart operation.
- Ensure golfers understand how to correctly use the GPS and fairway targets.
- Monitor pace of play.
- Knowledge of the golf course, golf rates and golf shop product.
- Ensure all guests meet the dress code requirements of Silvertip Resort.
- Maintain radio contact with the Golf Shop, Golf Services Attendants, and Ambassadors to ensure a smooth and timely tee sheet and operations.

- Handle and report all on-course incidents when required.
- Follow all on-course wildlife procedures.
- Move and replace cart control barriers and directional signage as necessary.
- Assist golfers with any lost clubs or cart issues they may have while on the golf course.
- Placement of on-course set-up, signage and vehicles as assigned by the Golf Event Coordinator.
- Listen to guests' feedback and ensure a Manager is involved when necessary.
- Inspect golf carts for any damage.
- Handle all guests' special requests in a professional manner.
- Be aware of all Silvertip Resort promotions and incentives.
- Follow opening and closing procedures.
- Attend meetings and training courses as required.
- Any other duties as assigned.

Requirements:

- Driver's License
- High school diploma or GED
- Capable of operating equipment
- Demonstrate professional radio etiquette
- Ability to work flexible hours including some split shifts, early mornings and late evenings, weekends, and some holidays
- Maintain a clean and safe work environment within your department
- Be continually aware of and maintain the highest standards of personal hygiene and dress
- Follow all Health and Safety procedures
- Able to work in a team environment
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to effectively communicate both verbally and in writing

- Able to work well under pressure
- Strong attention to detail
- Strong work ethic and positive team attitude

Working Conditions:

- Outside in a variety of weather conditions
- Fast paced environment
- Able to stand for extended periods of time
- Overtime as required
- Lifting or moving up to 25lbs