



SILVERTIP[®]
CANMORE * ALBERTA

Ambassador

Department:

Golf Operations

Reports to:

Golf Services Supervisor

About Us:

Stone Creek Resorts Inc. is a resort company comprised of two world-class golf resorts in the most beautiful natural surroundings: Silvertip Resort in Canmore, Alberta, and Eagle Ranch Resort in Invermere, British Columbia. The resorts' values have existed since foundation; striving to provide an extraordinary experience to our guests. Our commitment to 'Service Beyond' sets us apart from our competitors.

Summary:

The Ambassador 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 a volunteer employee at Silvertip Resort, you will be responsible for maintaining a healthy and safe work environment for all fellow employees and our guests. Remittance for volunteering time is paid out in rounds of golf at the Silvertip Resort.

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 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 guests understand golf cart operation.
- Ensure golfers understand how to correctly use the GPS and fairway targets.
- Monitor pace of play and ensure groups are keeping up with each other.
- 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, Starters, and other 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
- 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

Why Silvertip Resort:

- Our staff experience working at a world-class golf resort
- We care about our team's success
- Discounted: Golf Privileges, Staff Meals, Restaurant Meals, Golf Shop purchases, sister resort Eagle Ranch
- Staff accommodation available on site
- Live and work in the beautiful Canadian Rocky Mountains
- We offer a unique and engaging work environment with breathtaking views.

Stone Creek Resorts Inc. is committed to supporting a diverse workforce for various communities within which we operate. We encourage all qualified professionals without regard to race, gender identity, colour, sex, marital/family status, citizenship, religion, sexual orientation, aboriginal status, age, etc.