



**SILVERTIP**<sup>®</sup>  
CANMORE ★ ALBERTA

# Ambassador

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## **Reports to the:**

Golf Service Supervisor

## **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 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 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:**

- 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 alltimes
- Highly flexible, with solid interpersonal skills that allow one to work effectively in adiverse 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