



SILVERTIP[®]
CANMORE ★ ALBERTA

Golf Service Attendant I

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 Golf Service Attendant I at Silvertip Resort is an entry level position where you will learn specific 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.
- Assist guests with unloading golf clubs from vehicle or inform them about rental clubs.
- Direct the guests to the golf shop, location of the practice facilities, their golf cart, the first tee, and restaurant outlets.
- Pull carts for guest use and ensure they are properly stocked and in presentable fashion.
- Load guests' golf clubs or rentals onto golf carts.
- Maintain cleanliness and appearance of all Golf Services work areas and equipment at all times.
- Maintain the practice facility throughout the day, and efficiently monitor range operations.
- Inform guests of the Silvertip Golf App and GPS procedures
- Ensure all guests meet the dress code requirements of Silvertip Resort.
- Ensure guests understand golf cart operation.
- Maintain radio contact with the Golf Shop, Starters, Ambassadors, and fellow Golf Services Attendants to ensure a smooth and timely tee sheet and operations.

- Ensure that the golfers are ready for their tee time and are directed to the first tee in a timely manner.
- Clean clubs once golfers come off the golf course and helping guests with their clubs to vehicles.
- Listen to guests' feedback and ensure a Manager is involved when necessary.
- Maintain rental clubs and ensure that clubs are properly cleaned and accounted for before and after every round.
- Inspect golf carts for any damage.
- Document any damage to the golf cart and bring the guest to the Golf Shop for damage payment.
- Take damaged carts down to the maintenance compound (if necessary) with a detail of what happened and what the problem is for the Mechanic.
- Clean, stock, park, and charge golf carts.
- Pick, clean, and store range balls as necessary.
- 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
- Lift up to 50lbs occasionally, 30lbs frequently, and 20lbs constantly
- Capable of operating machinery and equipment
- Ability to work flexible hours including some split shifts, early mornings and late evenings, weekends, and some holidays
- Demonstrate professional radio etiquette
- 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 50lbs
- Early morning & evening shifts