**Job Description**

The Clubhouse Staff reports directly to the Manager/Supervisor and is responsible for providing exceptional customer service. The Clubhouse Staff provides a high level of customer service including, but not limited to: providing a welcome greeting; assisting with tee time check-in, scheduling and collecting green fees; sales of pro-shop merchandise, food and beverages; answering questions; providing clubhouse cleaning; preparing rental carts for daily use and other duties as required to ensure customers have an enjoyable experience. The Clubhouse Staff will be required to work extended shifts, evenings, weekends and holidays.

**Examples of Duties**

**ESSENTIAL JOB FUNCTIONS**

• Maintains a constant presence in the clubhouse.

• Answers and directs all incoming calls, takes messages when appropriate, secures information, and follows up with customers, etc.

• Informs players of current course conditions (i.e. cart path only, maintenance, etc.).

• Performs cashiering duties using cash register and POS system.

• Prepares reports, lists, etc. as directed by supervisor to assist in marketing, golfer communications, financial reporting, etc.

• Identifies operational needs and addresses, as needed, within job responsibilities or communicates needs with supervisor.

• Prepares and serves food and beverages.

• Monitors and makes adjustments as required to starting times for golfers based on pace of play.

• Manages rental equipment for range and golf use according to policies and procedures.

• Prepares golf carts for rental by customers and tracks golf cart use.

• Handles all minor inquires and problems/complaints from customers.

• Maintains inventory of merchandise, food/beverage, etc.

• Maintains and keeps all working areas attractive, neat and clean performing general cleaning, including but not limited to restocking bathrooms; dusting displays; cleaning tables; vacuuming clubhouse floors; emptying trash receptacles; cleaning outside entrances, etc.

• Opens and closes the facility according to established policies and procedures.

**OTHER JOB FUNCTIONS**

• Assists with various responsibilities during tournaments and/or outings.

• Assists with grounds staff responsibilities as required.

• Attends staff meetings as required.

• Performs other duties as required.

**Typical Qualifications**

**EDUCATION:**  High School Diploma or GED

**EXPERIENCE:** Demonstrated experience, or equivalent combination of education, experience and training which provides the following knowledge, abilities and skills:

• Knowledge of the golf industry and/or food and beverage industry, course etiquette and rules.

• Possession of or ability to obtain a Wisconsin Responsible Beverage Server certificate BEFORE employment.

• Must have exceptional customer service skills.

• Must have excellent written and oral communication skills, positive attitude and professional demeanor.

• Ability to perform a wide variety of tasks during busy, sometimes stressful times.

• Ability to work flexible hours, including weekends, holidays and evenings with a positive, enthusiastic outlook.

• Must be a minimum of 18 years of age (for serving alcohol).

• Ability to understand and effectively carry out oral and written instructions.

• Must be organized, efficient and detail-oriented.

• Must be fiscally responsible and able to accurately execute and maintain financial transactions and records.

• Must have skill to exercise good independent judgment in assessing situations and making decisions.

• Must have strong computer skills (proficiency in Microsoft Word, Excel, and other software programs a plus).

• Ability to establish and maintain effective working relationships with fellow staff members and the public in a courteous and tactful manner.

• Ability to work in a safe manner.

• Ability to lift up to 35 lbs.

• Ability to bend, stoop, and climb.

• Ability to stand for long periods of time may be required.

• Possession of and ability to maintain a valid Wisconsin driver's license.

• Possession of or ability to obtain a Wisconsin bartender license. Knowledge of pertinent health regulations and liquor laws.