

JOB POSTING BRAYS ISLAND PLANTATION

TITLE: Cart Attendant- (20 hours a week) (Includes golfing privileges)

DEPARTMENT: Golf

REPORTS TO: Director of Golf

EXEMPT STATUS: Non-Exempt

FUNCTION: Serves as outside services representative of golf for Brays Island Plantation. Responsibilities include cart operations, and a high level of customer service interaction. Ensures that all support and service is conducted and fulfilled in a manner consistent with the goals and objectives Brays Island Plantation.

DUTIES AND RESPONSIBILITIES:

1. Parks carts in an orderly fashion in the staging area. Ensures carts are clean, neat, sand buckets full, supplied with scorecards and pencils, including preparing facility and carts for following day.
2. Greets all members and guests as they arrive at clubhouse. Loads golf bags onto proper carts, and assists members with any additional needs.
3. Assists all players after their round, ensuring clubs are cleaned and stored.
4. Following use, and prior to next release, ensure cart has been cleaned by removing all debris, and washing with pressure cleaner. Prior to each release, ensure cart is properly stocked with scorecard, pencil, or other materials as dictated by Director of Golf and/or Head Golf Pro.
5. Following each day's use, return carts to storage area and connect to battery charger.
6. Sets the practice area for daily use.
7. Cleans all member shoes used the previous day.
8. Cleans breezeway and all areas around the clubhouse.
9. Picks range and wash all range balls; changes water in ball washer when needed.
10. Oversees cart detailing and maintenance program.
11. Maintain adequate inventory of supplies, to include scorecards, pencils, and cleaning needs.
12. Assists inside staff as needed.
13. Provides exceptional customer service to owners, guests and internal partners.
14. Other duties as assigned.

PHYSICAL REQUIREMENTS:

1. Capable of working extended hours, to include weekends and holidays as necessary.
2. Able to see well enough to read faint or partially obscured writing or printing, with corrective lenses if needed.
3. Must be able to speak English in a clear and understandable voice so that various types of communications may be conducted with people of various levels of education and capabilities, to include the exchange and receipt of information over the telephone.
4. Position involves sitting, standing, stooping, kneeling, pushing, shoving, lifting, carrying and moving objects that can weigh up to 45 lbs. This movement can occur throughout the day. Must be able to transport oneself not only around the office, but also around the plantation.
5. This position will alternate between working indoors in a controlled climate and with proper lighting, to an outdoors setting with variable climate and lighting.
6. Must be able to exchange and receive information over the telephone.
7. Must be able to interact with all types of individuals, be mentally alert, detail oriented, and

with good reasoning skills.

Page 2
Cart Attendant

ENVIRONMENTAL REQUIREMENTS:

1. Must be able to work on more than one assignment at a time with frequent interruptions, changes and delays. Must be able to remain focused and work effectively, efficiently, and cheerfully under such circumstances.
2. Must be able to work effectively and cheerfully in an environment which may be stressful due to adversarial situations resulting from the proper performance of duties.

MINIMUM QUALIFICATIONS:

Education: High school graduate or ability to obtain high school diploma or equivalent.

Knowledge: Knowledge of golf cart and golf operations preferred.

Skills: Customer service skills a must. Ability to remain organized, with attention to detail.

Experience: 1-2 years customer service background preferred.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job when circumstances change; e.g., emergencies, rush jobs, changes in personnel, workload, technological developments, etc.