



# Lummi Golf Venture

4342 Loomis Trail Rd., Blaine, WA 98230

Phone: (360) 332-1725

---

## **JOB DESCRIPTION**

**JOB TITLE:** Outside Guest Service Representative

**EMEMPT:** No

**SALARY:** DOE

**SHIFT:** All

**LOCATION:** Operations

**STATUS:** Seasonal / Full Time

**JOB CODE:**

**ORGANIZATION:** Lummi Golf Venture

**DEPARTMENT:** Operations

**SUPERVISOR:** Head Golf Professional

**VACANCY:** 1

**JOB SUMMARY:** Under the direction of the Head Golf Professional, the Outside Guest Service Representative (OGSR) is to provide excellent service to all patrons, including members, property owners, guests, and non-members of the Lummi Golf Venture (LGV) enterprise. The OGSR also provides professional attention and communicates effectively with all stake-holders in-person and by telephone or intercom systems.

**ESSENTIAL JOB DUTIES & RESPONSIBILITIES:** includes the following & other duties as assigned:

- Greet every customer and thank them upon departure
- Keeps member's, guests', and rental clubs cleaned
- Keeps the club care floors and counter, driving range, power and pull carts and grass retention areas neat and clean
- Opens and closes cart and club care facilities
- Obtains and maintains knowledge of products, rules and golf etiquette
- Maintains good starter book records
- Maintains rental clubs in good working conditions
- Follows rental club check out and check in procedures
- Communicates with and react to requests from membership and guests, keeping Supervisors informed of issues or concerns
- Must be willing and able to work non-traditional schedules, including nights, weekends, and holidays and display positive acceptance of demanding scheduling needs
- Full understanding of and adherence to applicable policies, procedures, and state/federal regulations
- Overtime may be requested
- Other duties as assigned

## **KNOWLEDGE, SKILLS & ABILITIES**

- Must have a strong understanding of the game of golf, rules, tradition and integrity of the game
- Able to work in a fast-paced environment and lead by example
- Must have strong customer service orientation and skills.
- Must have the ability and skills for planning, communication and conflict resolution.
- Able to demonstrate supervisor qualities such as, teamwork, calm demeanor while under pressure, and taking initiative to suggest improvements
- Work independently with minimal supervision and represent LGV with the highest integrity
- Able to work with all staff in a respectful and professional manner at all times
- Must be able to exercise good judgment, balance priorities and workload

- Must be able to communicate effectively with all employees including those that work the front line and upper management
- Must have excellent time management and interpersonal skills
- Must be willing and able to adhere to Appearance Standards of the LGV
- Demonstrate interest in personal development to improve the company, yourself, and your team

**MINIMUM QUALIFICATIONS**

- Lummi/Native American/Veteran policy applies
- Must be at least 16 years of age
- Three (3) months of customer service experience preferred
- Must display a friendly and positive demeanor at all times
- Must be willing and able to work outdoors in inclement weather
- Must be able to lift up to 40 lbs unassisted
- Must be able to stand for long periods of time
- Must be able to bend, kneel, climb, walk, use hands and fingers to handle and feel objects, tools and controls
- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LCC Drug & Alcohol Free Workplace Policy
- Must pass an company’s criminal background check requirements
- Must have reliable transportation to work.
- Must be willing to sign confidentiality/non-disclosure agreements

\*Management reserves the right to revise the position description and to require that other tasks be performed when the circumstances of this position change.\*

I understand that this is an Indian Preference job subject to Tribal and Lummi Commercial Policies. I understand that this position, as are all positions with the Lummi Commercial Company, LIBC, LNSO and all other Tribal Enterprises, is subject to yearly random drug and alcohol screening/ testing and testing following any on the job injury and/or when a supervisor reasonably believes an employee is unfit for duty. I also understand that if I refuse to test or test positive I will be subject to Section 606 of the LCC Alcohol and Drug Free Workplace policy, including possible termination from employment.

I have discussed the above outlined job duties with my immediate supervisor and understand that these duties will serve as the basis for performance evaluations in the future.

_____ Employee Name:	_____ Employee Signature:	_____ Date:
_____ Supervisor Name:	_____ Supervisor Signature:	_____ Date: