



Job Title: Outside Services Associate
Job Code: 769
Department: Golf Course Operations
Reports To: Outside Services Supervisor
Class Code: 9060
FLSA Status: Non-exempt
Prepared Date: 3/27/07, updated 4/28/11, 4/16/15, 10/15/15, 4/6/16

SUMMARY

Under the supervision of the Outside Operations Supervisor, the Outside Services Associate keeps an adequate supply of well-maintained golf carts in the designated staging area. Responsible for front line communication with our approaching guests, including directions, play options, as well as, initial welcoming of our guests at the podium location.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Maintain a working knowledge of Tahoe Donner Golf Course policies, procedures, rules, and regulations.
- Provide excellent customer service to members, customers, and employees alike.
- Has the ability to work and perform well under pressure and further adapt to ever changing conditions in terms of customer service demands and inconsistent work flow.
- Communicate any problems with the golf cart maintenance department and immediate supervisor ensuring that the golf carts are in proper working order.
- Transport golf cars between the designated parking area and golf cart maintenance.
- Clean all golf carts prior/during/after customer use.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above and below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school education or working towards; or up to six months related experience or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Requires possession of valid Class C Driver License with a driving record meeting the minimum standards required by the Association insurance carrier.

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl and use sense of smell. The employee must frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to fumes or airborne particles, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.