



Title: Guest Service Agent
Property: Chambers Bay
Reports to: Head Golf Professional
Position Status: Part-time, Seasonal or Non-Seasonal, Hourly, Non-Exempt

Job Description

Property Description:

Chambers Bay, host of the 2010 U.S. Amateur, 2015 U.S. Open, 2021 U.S. Amateur Four-Ball, and 2022 U.S. Women's Amateur Championships, is Washington State's golf masterpiece – a unique tribute to the historic links of Scotland and Ireland. With the Puget Sound providing a serene backdrop, this breathtaking layout winds through a stunning coastal setting, among windswept dunes and native grasses. For additional information regarding Chambers Bay and photos, please visit our website at www.chambersbaygolf.com.

Position Summary

Participates in all activities related to outside guest services. Activities may include serving at the bag drop area, transporting players and golf bags to and from the golf course using facility shuttles, cleaning clubs, managing rental clubs, performing practice range duties, cleaning and maintaining golf cars, etc. Responsibilities also include greeting and interacting with guests and providing information and/or assistance as appropriate.

Essential Duties and Responsibilities

- Greet and assist guests as they arrive on property.
- Shuttle players around the property as needed.
- Driving range attendant includes: pick balls, clean balls, set range line, rake bunkers, sweep chipping greens, etc.
- Maintain and track use of the rental club fleet.
- Maintain knowledge of emergency procedures, location of emergency equipment, and reporting procedures. Provide emergency assistance to golfers and other guests as necessary according to Company procedures.
- Assist golf shop staff in preparing for and running tournaments, clinics and other special events.
- Perform other duties as appropriate.

Education/Qualifications/Certifications

- High school education preferred.
- Familiarity with rules of golf and golf course etiquette.
- Demonstrated quality written, verbal, and interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including weekends.
- Positive attitude, professional manner and appearance in all situations.

Position Physical Requirements

Must have the ability to:

- Read and write (English)
- Communicate verbally with staff members and/or customers
- Give and/or follow verbal and written instructions
- Supervise subordinates

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- Visually inspect all work areas
- Operate equipment for several hours at a time
- Perform mathematical calculations involving fractions, decimals, and percentages
- Retrieve, read and interpret information from technical sources
- Stand, sit, walk, push, pull, lift, grasp, bend and kneel for up to 5 hours at a time
- Lift up to 100 lbs occasionally, 50 lbs frequently, and 20 lbs constantly

Working Conditions

Work hours may include days and evenings on weekdays and weekends. Subject to inside and outside environmental conditions. May be exposed to inclement weather, potentially dangerous chemicals, solvents, pesticides, herbicides, and fertilizers, misdirected golf balls, sharp and rapid equipment movement on a daily basis. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed..

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Position Description Acknowledgement

I have read and understand all of the above. I have reviewed the essential functions and responsibilities for which I am responsible as well as the working conditions and physical requirements. I understand this document does not create an employment contract, and that I am employed by the Company on an "At Will" basis. I further understand that this position description supersedes any and all prior descriptions issued.

Staff Member _____ Date _____

General Manager _____ Date _____

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