



WAIKELE
COUNTRY CLUB

94-200 Paioa Place
Waipahu, HI 96797

Position: **Outside Guest Service Attendant**

Job Type: Part Time

Reports To: Pro Shop Management Team

Primary Objective: Perform assistance to the Golf Starter and customers in both the preparation and completion of golf rounds.

Duties and Responsibilities:

- Provide excellent customer service.
- Assist golfers with the loading and unloading of golf bags.
- Manage golf carts in cart barn and staging area.
- Ensure that golf carts are clean and supplied with scorecards, pencils, sand, towels, etc.
- Wash and clean golf carts and ensure upkeep and maintenance.
- Greet incoming golfers who have finished their rounds and clean customers' golf clubs.
- Clean and remove used scorecards, dulled pencils, trash, etc. from golf carts, and report any damages. Replenish supplies.
- Check off rental clubs and shoes. Clean and return rental clubs and shoes to bag room and to proper storage locations.
- Wash and fold towels for next day usage.
- Set up, refill, and distribute water coolers out on the golf course using utility cart.
- Other related duties as assigned.

Minimum Qualifications:

- High School Degree or GED certification.
- Ability to operate a golf cart.
- Must be able to understand, speak, read and write in English.
- Must be able to work in a diverse setting.
- Must be able to follow directions.
- Display strong communication skills, active listening skills, and personal skills, in effective interactions with guests, co-workers, and supervisors.
- Must be able to respond to customer requests knowledgeably and with courtesy.
- Ability to work as a team.

- Present a positive and professional image.
- Self-motivated and customer oriented.
- Must be able to work a flexible schedule including mornings, days, evenings, weekdays, weekends, and holidays.
- Must be able to use Driving Range Picker, Golf Cart, and utility cart, walkie-talkie radio and other related equipment.
- Possession of valid Hawaii Driver's License.

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. While performing the duties of this job, the employee is frequently required to:

- Walk and/or stand for prolonged periods of time; climb, balance, stoop, kneel, crouch, crawl, bend, twist, reach, and grasp; use hands to finger, handle, or feel; close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- Ability to lift up to 50 lbs.; push/pull/move objects; and lift overhead.
- Ability to function in a fast-paced environment.
- Must be able to withstand working in humid and outdoor temperatures.

Preferred Qualifications:

- Customer service and golf background.
- Previous experience as a golf services attendant.
- Bilingual in Japanese or Korean language.

Rate of Pay: Starting \$12.00 per hour