Golf - Guest Services

ABOUT OKI GOLF:

At Oki Golf, Our business is hospitality! We are committed to a culture that encourages growth and development, recognizes team member's hard work and commitment to service, and rewards team members for process improvement ideas and going above and beyond. If you truly have a passion to serve others and are committed to working hard, this is the place for you.

POSITION SUMMARY:

As a members of the Guest Service Team, you will be responsible for assuring exceptional, first class service for our guests. You’ll set the standards for our guest experience by providing a positive first impression of the golf course as well as contribute to maintaining a functional course through guest assistance, cleaning of golf carts, and other appointed tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The Guest Service professional will provide exceptional service in the following positions:

* Equipment Drop Attendant
* Equipment Runner
* Practice Facility Host
* First Tee Host
* Player Assistant
* Initiate contact with guests within 15 feet, with a robust welcome and the willingness to assist the guest.
* Must be proactive in anticipating the guest’s needs and engage in the commiserate level of guest interaction. Always yield to the guest.
* Must uphold a clean and orderly appearance and be dressed in uniform at the start of each shift.
* Assist in maintaining a clean environment including picking up trash in visible areas and eliminating clutter.
* Maintain knowledge in daily events, FAQ sheet, hours of operation, pace of play, and group event details.
* Must effectively communicate all pertinent information amongst his/her team members and supervisory staff in regards to daily operations.
* Up sell at every opportunity by informing guests of additional items available for purchase and your personal recommendations.

QUALIFICATIONS, EDUCATION AND/OR EXPERIENCE:

* Ability to work well under pressure and balance multiple priorities and assignments.
* Must be highly service focused with a desire to engage with guests.
* Demonstrated initiative – ability to think, work, and make decisions to solve guest concerns based on sound judgment.
* Must be comfortable working in a fast paced environment where continuous improvement is expected.
* Must be able to consistently achieve high work standards; attention to detail, accuracy and timeliness a must.
* High school diploma or G.E.D. or two years’ experience in similar customer service environment.
* Ability to respond to common inquiries or complaints from guests, team members, or supervisory personnel.
* Ability to legibly write names of guests and type out on keyboard.
* Ability to define problems, collect data, establish facts, and draw valid conclusions as to course of action.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the team member must:

* Lift, reach, bend, twist, push, pull, squat, grasp and use arm-hand coordination on a consistent basis
* Have the ability to lift 50 pounds occasionally.
* Be able to work weekends and holidays, mornings and evenings as business demands.
* Must be able to stand for up to four hours.
* May include outdoor work and exposure to related weather conditions to include but not limited to: sunshine, wind, rain, warm & cool temperatures.

BENEFITS AND PERKS:

Oki Golf offers an impressive collection of benefits! Some benefits include:

(35hrs + per week) may be eligible for:

* Medical/Dental/Vision/Telehealth Coverage
* FSA options
* Company paid Life Insurance and Long Term Disability
* 401(k) with company match
* Paid Vacation

(30hrs + per week) may be eligible for:

* Medical/Telehealth Coverage
* FSA options

All Team Members:

* 401K with company match
* Golf Benefits, Meal and Merchandise discount
* Paid Sick Time
* Team Member Referral Program and more!

*Oki Golf is proud to be an equal opportunity employer. We are committed to creating an inclusive environment, and we welcome and encourage people of all backgrounds, perspectives, experiences, and skills to apply.*

*All employment decisions at Oki Golf are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. We will not tolerate discrimination or harassment based on any of these characteristics.*