



## INDOOROOPILLY GOLF CLUB

### POSITION DESCRIPTION: GOLF OPERATIONS ASSISTANT

#### Our Mission

To satisfy members' and market demand by continuing to evolve Indooroopilly Golf Club as an Australian first-tier golf facility for members and guests.

#### Our Vision

More than a great golf experience.

Reporting to	Director of Golf and Golf Services Manager
Position Purpose	This position plays a key role in creating an environment in which our membership and guest satisfaction is the highest priority and consistent with the philosophy of our Club. The role provides assistance to the Director of Golf in providing the highest possible performance of all golf operations and services.
Accountability	<ul style="list-style-type: none"><li>➤ Ensuring high levels of customer service at all times.</li><li>➤ Take direction from Director of Golf and Golf Services Manager on all matters relating to the golf operations.</li><li>➤ Report back to Director of Golf and Golf Services Manager on all daily operational and customer service matters and take direction from the Director of Golf or their designee on all stock related matters.</li></ul>
Responsibilities	<ul style="list-style-type: none"><li>➤ Assist with the day to day operation of the golf shop and storage facilities.</li><li>➤ Work co-operatively and collaboratively with other team members, sharing and co-ordinating work tasks, building relationships and contributing jointly to the overall effectiveness and success of the team.</li><li>➤ Assist with members bags in storage, including taking bag out ready for members play and cleaning and storage of bag at completion of members play.</li><li>➤ Assist with the day to day operation of the practice facilities, ensuring range ball supply is maintained, mats and dividers are aligned correctly, tees are in place, rubbish is removed, empty baskets are collected and returned, club washers are clean and contain fresh water.</li><li>➤ Assist with the day to day management of club repairs and the work station. Ensure repairs are completed in a timely and safe manner and that the repair station is always maintained in a tidy and safe state. Follow policy to ensure communication is correctly provided to other staff members.</li></ul>

	<ul style="list-style-type: none"> <li>➤ Assist with the day to day operation of the motorised cart fleet, ensuring a sufficient level of carts are staged at all times. Returned carts are either cleaned or parked neatly in preparation for cleaning. Ensure all carts receive regular maintenance – tyre pressures, steering operation, battery, water levels, pencils are placed in steering wheel and sand bottles are full. Reporting any issues or faults to Director of Golf or Golf Services Manager.</li> <li>➤ Assist in the day to day operations of the golf shop. Ensuring the shop is clean and tidy and displays are full and re-stocked as required. Ensure that all stock is hung and /or displayed neatly. Store rooms are to be kept tidy and organised.</li> <li>➤ Assist Director of Golf or their designee with stock ordering and management as required.</li> <li>➤ Assist in preparations and execute to the highest standards, the golf elements of corporate golf days, including bag drop, cart and club hire management, scorecard creation and collection, signage and any other duties.</li> <li>➤ Read, respond to and direct incoming emails as necessary.</li> <li>➤ Assist the Director of Golf and Golf Services Manager with diary and tee sheet management.</li> <li>➤ Assist with the management of all member events and competitions.</li> <li>➤ Organise and maintain filing systems, both manual and computer.</li> <li>➤ Organise members storage facility and related communications.</li> <li>➤ Assist Golf Services Manager and Corporate Golf Co-coordinator with administrative duties as required.</li> <li>➤ Assist Director of Golf and Golf Services Manager with varying tasks and projects, including record keeping and presentations.</li> <li>➤ Assist in the development and implementation of workplace practices and procedures.</li> <li>➤ Liaise with other department staff as required.</li> <li>➤ Be available to members to assist with various needs or questions, maintaining the reputation of the golf staff as friendly, knowledgeable and professional.</li> <li>➤ Assist with stock control, receipting, ordering and merchandising as required.</li> <li>➤ Ensure all operational areas (FOH and BOH) are presented in a tidy and clean manner. This includes the cleaning, vacuuming, organising as required.</li> <li>➤ Regular checks of the members locker facilities. Reporting any defects or issues to the Director of Golf. Cleaning and tidying as required to ensure the area is well presented.</li> <li>➤ Provide assistance in other departments and areas of the Club as required.</li> <li>➤ Assist with all golf course directives, rules and regulations, including enforcement of dress regulations, pace of play, local rules.</li> <li>➤ Any other tasks as required and instructed by the Director of Golf and Golf Services Manager.</li> <li>➤ Attend Staff Meetings as requested.</li> </ul>
Position Requirements	<ul style="list-style-type: none"> <li>➤ Proficient in Microsoft Excel and Word software.</li> <li>➤ Ability to prioritise tasks and problem solve.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Excellent communication and customer service skills.</li> <li>➤ Ability to work autonomously and as part of a team.</li> <li>➤ Ability to lift golf bags and remove and replace batteries in motorised buggies.</li> <li>➤ Ability to drive golf carts.</li> </ul>
Measurable Outcomes	<ul style="list-style-type: none"> <li>➤ Demonstrates a sense of responsibility for completing tasks.</li> <li>➤ Recognises how performance affects overall goals and objectives.</li> <li>➤ Works in collaboration with other team members to share workload equitably.</li> <li>➤ Completes work on schedule.</li> <li>➤ Accurately estimates the time required to complete a task and sequences tasks appropriately in order to meet assigned deadlines.</li> <li>➤ Responds quickly to client needs. He or she will return all phone calls and emails from clients within twenty-four hours (if answer cannot be provided apprise client and supervisor of progress being made).</li> <li>➤ Demonstrates impeccable customer service skills by anticipating, understanding, and addressing customer needs.</li> <li>➤ Demonstrates professionalism at all times.</li> <li>➤ Fulfils member requests in a timely manner and achieves member satisfaction wherever possible.</li> </ul>

I have read, understood and am in agreement with the Position Description as detailed:

Name:

Date:

Signature: