

Job Title: Golf Operations Assistant  
Experience: Experienced  
Manager: Head of Customer Experience  
Location: Links House  
Hours: 37.5 Hours Per Week  
1 Nov – 31 December  
Monday – Sunday  
Package: £8.75 per hour + benefits

### Overview and Purpose

The Golf Operations Assistant is an existing role within our organisation who will work under the management of the Head of Customer Experience.

The role covers key area such as Meet and Greet visitors, Manning the Information Desk, Burnside and Championship Starter boxes, Overseeing the Performance Centre (simulators).

Hours of operation to cover Golf Operations are between 06:15 and late shifts are generally finishing at 11pm. Seasonal contracts will mean that you will be on a rota covering any of these areas, up to approximately 22.5hrs per week on a part time basis and 37.5 hrs per week on a full time basis. This can fluctuate depending on demand. This is a 7day per week operation.

Currently working 12 hour shift rota

A people- focused role which requires strong interpersonal skills and a 'No Problem' attitude. Our focus is on meeting the needs of our customers, visitors and team, demonstrating a world leading customer service at all times.

Being part of Golf Operations involves engaging with season ticket holders and visitors to make the Carnoustie Golf Links experience as enjoyable and as memorable as we can for all.

### Role/ Responsibilities

#### Operational

- Concierge- Initial point of contact
- Set up of Foresight system in simulator and other related duties
- Monitoring locker rooms
- Lock up of the building
- Ensuring all work stations are kept to a high standard of cleanliness
- Weekly Fire Checks
- Daily Building Checks
- Ability to lift and carry up to 50lbs and to work outdoors in varying weather conditions and stand for long periods of time
- Assist with provision of information and guidance to golfers across all three courses.
- Prepare daily the Tag Marshall system and allocate to golfers every morning, recover and place on charge after each use
- Prepare and print course pin sheets for Championship and Buddon Courses

- Organise, clean and prepare golf club rentals and/or Powacaddy buggies or pull trolleys requested by visitors
- As Championship Starter you will greet all guests at the first tee, provide them with golf course rules and starter pack and get them started with their round of golf. Record and coordinate the starter tee sheet with the golf shop tee sheet and record exact times groups tee off
- Burnside starter is in charge of opening and closing the Burnside Starter building. Proficient IT, communication and telephone skills to use Links booking system and answer any queries from STH/visitors. Accurate input of golf reservations and receiving and handling payment. Print Burnside Pin sheets and check in and provide score cards to golfers along with starter pack. Handle cash/float and safe deposits.
- Ensuring all cleaning duties are carried out to a high standard.
- Any other duties as required by Carnoustie Golf Links.

#### Communication

- Be a part of monthly 1-2-1 meetings with Golf Operations Supervisor and Business Development Manager
- Liaise with other departments to gain knowledge on events and promotion offers in The Rookery and to define the quality standards, in order to continuously meet and exceed guest expectations.

#### Essential Skills and Behaviours

- Strong interpersonal skills with attention to detail.
- Ability to work and follow systems and procedures.
- Great team player with a positive attitude and who works effectively with others.
- To project a smart efficient image at all times, and adhere to the Links policy on grooming and uniform.
- Proficiency in the use of computer technology and communication systems at a basic level.
- Knowledge of the game of golf.

#### Desirable Skills

- Knowledge of Health and Safety legislation
- First Aid and Defibrillator trained is essential.

#### Flexibility

The above are the principle tasks and responsibilities of the post and if deemed necessary, may be subject to amendment at a future date to comply with the operational demands of the business. In addition, it is expected that the job holder will undertake any reasonable additional tasks within the scope of the post as requested by their manager(s).