



## GlenArbor Golf Club

### Locker Room Manager

**Job Description Summary:** The Locker Room Attendant is responsible for supplying a high level of service in the locker room area to all Members and Guests. Keeping the locker room and surrounding facilities in order and being an important ambassador to the Clubhouse. As the Locker Room Manager, you'll be the friendly face that greets golfers as they arrive and depart. An integral part of the GlenArbor Service Team. Your key responsibilities will include:

- **Providing excellent customer service:** Assisting golfers with their needs including shoe service, food and beverage service, answering questions, and offering helpful suggestions that will make them feel welcome and at home.
- **Maintaining a positive and energetic atmosphere:** Your enthusiasm and friendly demeanor will contribute to a fun and enjoyable experience for everyone.
- **Building Relationships:** The Locker Room Manager will be a person members and Guests look forward to seeing and remembering upon departing the club.
- **Keeping the locker room clean and organized:** You will be responsible for creating an inviting environment for our members and guests.

## Job description

### Essential Job Duties

- Welcome All members and guests to the locker room area with professionalism and a smile
- Assist members with storing personal belongings in lockers and provide instructions on locker usage.
- Performs personal services including shining shoes, brushing clothes and adjusting golf shoe spikes.
- Maintain the cleanliness and tidiness and organization of locker rooms, including restocking supplies, emptying trash bins, and wiping down surfaces.
- Cleans and maintains shower and bathroom area and other special facilities and equipment in locker room and Player's Lounge area.

- Monitor locker room facilities to ensure a safe and secure environment for members and guests. Report any issues to maintenance.
- Provide assistance and support to members and guests, including issuing lockers, making locker tags, and like
- Respond promptly to member inquiries and concerns, showing a commitment to exceeding expectations.
- Utilize the Clubs Daily Report in preparation for member and guest arrival times; greeting members and guests in a professional manner at a private club.
- Attend to locker room needs of club members and guests.
- Issue lockers, keys, towels to members and guests as needed.
- Make certain the cleanliness of locker rooms regularly throughout the day.
- Make Certain all supplies are stocked and maintained regularly.
- Provide safety and security of all members' and guests' personal property.
- Other duties and tasks as assigned by the AGM and Golf Pro as needed.

#### FOOD & BEVERAGE

- Offer food and beverage to all players.
- Serve meals when needed to all Members and Guests in the Locker Room Transition upon request
- Offer to bring food and beverages to the first tee or onto the course for players if needed.
- Accurately record all beverage and snack sales

#### COMMUNICATION

- Have a radio at all times. Let the Outside Operations Manager know if you have to leave the locker room unattended for any reason.
- Communicate with other departments to anticipate and meet the needs of Members and Guest

#### REQUIREMENTS

- Must be able to work independently and be extremely detail-oriented.
- Must be reliable, trustworthy, and respectful of member and guest privacy.
- High school Education or GED preferred.
- Must be at least 18 years of age with a valid driver's license and reliable transportation.
- Must have an outgoing, position and welcoming personality.

#### **Physical Requirements**

- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

- Able to lift, pull or push 30 lbs. unassisted.

**Benefits**

- Competitive pay and Benefits based upon experience.
- Uniform Shirt provided
- Complimentary Meals

Holiday Fund Eligible