



## JOB DESCRIPTION

Position Title	Department	Reports to
Guest Experience Associate	Golf Shop / Range	Operations Manager / Range Supervisor
Employment Status	FLSA Status	Pay Range
<input type="checkbox"/> Temporary <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	\$18 - \$22 Per hour

### POSITION SUMMARY

The Guest Experience Associate is the public face of our company. Guest Experience Associates are responsible for being the first people to welcome guests to our facilities. They are responsible for assisting guests in every way to ensure their experience aligns with our Greenway Guest Experience Philosophy. They also present themselves in an upbeat, positive, and professional manner at all times and are able to remain calm, with a professional demeanor, when confronted by frustrated or discourteous guests.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Greet and check-in guests to our facilities.
- Manage all incoming phone calls to book reservations and answer any queries.
- Build rapport with guests by learning their name and getting to know them.
- Maintain a consistent personable, upbeat, and positive attitude.
- Provide accurate, up-to-date information about the products, services, programs and events at the facility.
- Troubleshoot and resolve guest issues and concerns.
- Document and update guest records based on interactions.
- Handle guest inquiries and complaints with professionalism.
- Develop and maintain comprehensive product & services knowledge.
- Learn and execute communication protocols for circumstances that impact guest experience including weather delays and scheduled and unscheduled course closures.
- Ensure consistent and continuous application of all Greenway policies and procedures for guests as related to pricing and other golf-related guest services.
- Perform checklist duties to keep the shop and surrounding areas tidy and clean at all times.
- Reorganize and restock retail merchandise as needed.
- Learn and execute emergency plans as necessary.
- Perform other work-related duties as assigned

### MINIMUM QUALIFICATIONS

- High School diploma or GED preferred, or equivalent combination of education and experience.
- Industry experience and customer service experience is preferred.



- Ability to follow oral and written policies and procedures.
- Ability to effectively establish rapport and build positive relationships with our guests.
- Ability to present information and respond to questions from managers and our guests.
- Ability to solve problems and deal with a variety of personality types.
- Ability to effectively prioritize and multitask.
- Have a positive and professional demeanor.
- Have excellent verbal communication skills.
- Computer literate; familiarity using POS Systems.
- Comfortable standing and moving for extended periods of time and can lift 20 pounds.
- Flexibility to work various shifts if necessary, including weekends and holidays.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is mainly required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is typically low to moderate.

### **NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.