



Range Attendant:

The position of **Range Attendant** entails the picking and cleaning of golf balls at the Practice Range. It also requires the knowledge of the game of golf and the ability to work with people.

Range Attendant's Responsibilities:

Knowledge of Policies, Procedures and Programs:

- Familiarize yourself with the New Brunswick Government Policies
 - Confidentiality
 - No cellular phone at work
 - No internet for personal use (computers are for work only)
- Knowledge of all the services provided
- Knowledge of the **Pace of Play Policy**
- Understand how the game of golf works
- Follow all the safety policies

Administration:

- Provide excellent customer service
- Your engaging smile and personality are the essence of a great Practice Range. First impressions are everything!
- Work with outdoor equipment (power carts, hoses, Practice Range cart and the ball picker)
- Able to lift and carry objects that could weigh up to 50 pounds (buckets of balls and baskets of balls from ball picker)

Responsibilities:

- Pick-up the golf balls by hand or use the power cart equipped with the ball picker that automatically picks-up the balls as the vehicle moves over the fairway
- Clean the golf balls, at the power cart cleaning shed, with soapy water and immerse the golf balls to remove the dirt, the grass stains and the club marks
- Pick-up all the empty baskets on the TEE area of the Practice Range
- Make sure the two ropes are properly placed
- Change the hitting area identified by the two ropes, daily
- Make sure to make a clean pick of all golf balls on the Practice Range, Wednesday evening (the reason is that the grass on the Practice Range is cut every Thursday mornings)
- Every night, the balls must be picked up, cleaned and placed in the Club Storage area
- Make sure there is water in the club cleaning dispenser, located near the TEE area at the Practice Range, at all times
- Make sure the bench is clean, at all times
- Need to be comfortable using the range picking machinery (training will be provided)

Cleanliness:

- Ensure that the Practice Range is kept clean, at all times
- Pick-up the empty buckets and alternate the ropes on the TEE area to help keep this area in good shape

Club Storage:

- Pick and clean the golf balls from the Practice Range and bring them to the Club Storage area

Team Player:

- Keep yourself busy, at all times
- When your work is all caught up, help your colleagues
- Treat staff, members and guests with respect, at all times
- Behind the counter is off limits to everyone else but the **Proshop Attendants**
- **We are a team! Helping out other employees is required, when need be**

What not to do:

- No cellular phones at work (Government Policy)
- No internet for personal use (computers are for work only) (Government Policy)
- No use of foul language
- Any disagreements amongst staff need to be addressed discreetly as soon as possible

- **NO ONE SHOULD BOOK A TEE TIME BEFORE THE APPROPRIATE TIME**
- Behind the counter is off limits to everyone else but the **Proshop Attendants**
- **Staying in the Proshop, for any length of time, is NOT acceptable**

Work Schedules:

- Early days
- Evenings
- Weekends
- Holidays
- Shift work
- Work schedules may vary, so candidates should be able to work days, evenings, weekend or holiday shifts, as needed

HOURS OF OPERATIONS:

- **Off Season:** May 1st and after Labour Day
 - 7:00 am till closing
- **Season:** June 1st till Labour Day
 - 6:00 am Weekends till closing
 - 6:30 am Weekdays till closing

DAILY ACTIVITIES:

- Be at work 15 minutes prior to the beginning of your shift
- Communicate with the Proshop Attendant to make sure everything is ready for the day to begin
- Check to see if the Practice Range needs special attention
- Start your day and greet the public with a smile
- Pick-up the golf balls by hand or use the power cart equipped with the ball picker that automatically picks-up the balls as the vehicle moves over the fairway
- Clean the golf balls, at the power cart cleaning shed, with soapy water and immerse the golf balls to remove the dirt, the grass stains and the club marks
- Pick-up all the empty baskets on the TEE area of the Practice Range
- Make sure the two ropes are properly placed
- Change the hitting area identified by the two ropes, daily
- Make sure to make a clean pick of all golf balls on the Practice Range, Wednesday evenings (the reason is that the grass on the Practice Range is cut every Thursday mornings)
- Pick-up, clean and place the golf balls in the Club Storage area, every night
- Make sure there is water in the club cleaning dispenser, located near the TEE area at the Practice Range, at all times
- Make sure the bench is clean, at all times
- Make sure the Practice Range cart is placed at the appropriate area, at the end of your shift
- Help your colleagues, when your work is all caught up

- Inform the Proshop that you are leaving for the day
- Say good night to all the squirrels and the deer on the course!

Good Job!