



Backshop Attendant:

The position of **Backshop Attendant** entails customer service and labour skills. This job requires an interest in the game of golf and working with people.

Backshop 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
- Activate and deactivate the alarm system
- Assist in the preparation and the planning of the daily golf activities and the tournaments
- Follow all the safety policies

Rentals:

- Assign power carts and pull carts to members and guests
- Help place the rental clubs on the carts

Tournaments and Activities:

- Assist in coordinating special events
- Post all the signs and the posters at the appropriate locations:

- Closest to the pin markers
- Longest drives
- Power carts (shotgun start)
- Score cards (shotgun start)
- Score sheets
- Retrieve the posters and the signs on the course after events
- Practice Range signs, if needed

Administration:

- Provide excellent customer service
- Work with outdoor equipment (power carts, hoses, blower, Practice Range cart and the ball picker)
- Able to lift and carry objects that could weigh up to 50 pounds (golf bags from Club Storage)
- Open and lock the electric cart facility, daily

Responsibilities:

- Greeting members and guests as they arrive at the course and offer to help place their clubs on their carts
- Accountable for the fleet of golf carts and ensure that each cart is cleaned and prepared with a score card and a pencil prior to the members' and the guests' usage
- Responsible for rotating and stocking the golf carts in order to meet the daily requirements
- Ensure that the Proshop remains stocked with clean golf balls and baskets for the Practice Range
- The Backshop Attendant can keep track of all maintenance needed on all carts and report this information to the Proshop Attendant and to the Maintenance Personnel
- Use the blower to clean the pavement in front of the Proshop and the canteen
- Check with the Proshop Attendant in order to find out if you need to go pick up the balls at the Practice Range for the players
- Clean and wash the golf balls that were picked up at the Practice Range

Cleanliness:

- Ensure the front section of the Lodge is kept clean, at all times
- Wash the Club Storage towels and rags at the maintenance shed
- Clean the members' clubs that are using the Club Storage
- Clean the members' electric cart facility, if need be
- Clean the pull carts and the pull carts' area
- Empty the garbage cans and the recycle bins near the power cart cleaning shed and in the Starter shed
- Drop off the garbage at the proper location

- Keep personal belongings in your locker or vehicle and not in the Club Storage (shoes, clothing, clubs, etc.)

Starter:

- May become a Starter at certain periods of the day, when your work is all caught up

Club Storage:

- Check the playing schedules for the members using the Club Storage and place their clubs on the carts
- Lift and carry objects that could weigh up to 50 pounds (golf bags from the Club Storage)

Practice Range:

- If the Proshop is low on practice balls, the Backshop Attendant and/or the Marshal will be asked to pick-up the balls at the Practice Range
- Make sure the balls at the Practice Range have been picked-up either by the Marshal or by yourself, before closing
- Make sure there is water in the club cleaning dispenser, located near the TEE at the Practice Range, at all times
- 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)

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:

Morning shift:

- Be at work 15 minutes prior to the beginning of your shift
- Deactivate the alarm
- Open the following doors:
 - Sliding glass door
 - Men's locker room
 - Ladies' locker room
 - Men's washroom
 - Ladies' washroom
 - Snack bar area for computer
 - Front door
- Communicate with the Proshop Attendant to make sure everything is ready for the day to begin (power carts, clubs for members, buckets of balls for Practice Range)
- Make sure everything is in order
- Fill bucket with clean water, located in front of the Proshop, needed during the cleaning of the members' clubs
- Start your day and greet the public with a smile
- Make sure the front of the Lodge is clean, at all times
 - Use blower or broom
 - Clean the outside of the garbage bin and the recycle bin
 - Shake and clean the mats and the shoe brushes in front of the Proshop
- Line up 8 carts in front of the Proshop together with score cards and pencils
- Clean power carts as they come in and drive them to the appropriate location
- Place all golf bags on the appropriate racks and keep the area free of clutter
- If the Proshop is low on practice balls, the Marshal or yourself will be asked to pick-up the balls at the Practice Range
- Do not leave the premises until your replacement has arrived
- Inform the Proshop that you are leaving for the day

Good Job!

Afternoon shift:

- Be at work 15 minutes prior to the beginning of your shift
- Communicate with the morning employee before his/her shift ends to see if everything is in order
- Make sure the front of the Lodge is clean, at all times
 - Use blower or broom
 - Clean the outside of the garbage bin and the recycle bin
 - Shake and clean the mats and the shoe brushes in front of the Proshop
- Line up 8 carts in front of the Proshop together with score cards and pencils
- Clean power carts as they come in and drive them to the appropriate location
- Place all golf bags on the appropriate racks and keep the area free of clutter
- If the Proshop is low on practice balls, the Marshal or yourself will be asked to pick-up the balls at the Practice Range
- Do the following at the end of your shift:
 - Make sure the fleet of power carts is in the proper order for the morning shift (cleaned and driven to the proper location)
 - Make sure all the power carts are numbered and none are left on the course
 - Make sure all the power cart keys are brought back to the Proshop
 - Make sure the balls from the Practice Range have been picked up
 - Lock the door where the members' electric carts are placed
 - Organize the baskets of balls for the Practice Range for the morning shift
 - Make sure all the pull carts are placed at their location
 - Empty the garbage cans and the recycle bins near the power cart cleaning shed and in the Starter shed
 - Drop off the garbage at the proper location
 - Communicate with the Proshop Attendant to see if his work is all completed before you lock up
 - Inform the Proshop Attendant that you are leaving for the day
 - Say good night to all the squirrels and the deer on the course!

Good Job!