



Role Description

Job Title: Cart Attendant

Department: Carts

Reports To: Operations Staff Supervisor/Head Golf Professional

Exemption Status: Non-exempt

Full Time **Part Time**

San Jose Country Club is a private gathering place for our families and guests who cherish and share high quality lifestyle standards. We are a Country Club inspired by our rich tradition, and are committed to delivering impeccable personalized service and offering excellent facilities and innovative programs which support our members' interest in golf, tennis, fitness, dining, social and other family activities.

Summary of Job: The cart attendant ensures that all golf carts and related equipment meet Club standards. This position also meets and greets Club members at their car or bag drop-off area and provide excellent customer service.

Minimum Job Requirements:

- **Valid driver's license and ability to drive a golf cart;**
- **Ability to receive and follow detailed instructions;**
- **Ability to stand for extended periods of time;**
- **Ability to perform physical fitness activities;**
- **Excellent customer service skills and ability to communicate effectively;**
- **Must be able to read, write, speak, and follow written and/or oral directions in English;**
- **High standards of integrity and reliability;**
- **Successful completion of drug testing;**
- **U.S. citizenship or valid work visa and passport.**

Essential Duties and Accountabilities:

- Opens and prepares cart facility; if closing make sure everything is completed and secured
- Prepares and maintains golf carts for use, including making sure they are clean, fully charged, operational and in above satisfactory condition;
- Charges and maintains golf radios; sign them in and out each day;
- Ensures all range bags are full;
- Ensures that the range is clean and picked;
- Cleans and maintains golf balls;
- Maintains cart staging and cart cleaning area;
- Ensures sand buckets are full;
- Maintains range balls in Golf shop;
- Ensures that range pickers and beverage carts have gas/oil;
- Ensures that Caddy Daddy area is clean;
- Operate carts and all equipment in a safe and professional manner;
- Meets golfers at their car or bag drop-off area and assists in loading clubs onto a cart;
- Assists members and guests with their needs while on course;

Updated: 3/9/2021



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- Assist golfers in returning their clubs to their car after their round, cleaning individual clubs as necessary or requested;
- Greets all members and guests with a cheerful smile and warm welcome as they arrive and a courteous farewell when they leave to provide a positive experience; address members by name whenever possible;
- Notify Head Golf Professional or General Manager of Member/Guest complaints at the time they occur and rectify any complaints as soon as possible - practicing service recover;
- Provides first class service to all;
- Perform other jobs as assigned by management.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand for long periods of time, sit; walk; tolerate repetitive motions of hands, wrists and fingers; use hands to finger, handle, or feel; reach with hands and arms; talk; hear; visual acuity requirements including color, depth perception, and field of vision; Light work: Exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Cognitive Demands: The cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

On-going attention, despite distractions of environment and workload; Ability to regularly trouble shoot and problem solve; maintain positive demeanor and functionality at all times despite stress of position; ability to multi-task and prioritize; ability to perform essential functions and maintain productivity under moderate stress on a regular basis and high stress on a periodic basis; ability to maintain professionalism despite negative customer/employee encounters; ability to understand and clearly communicate (verbal and written) in English; ability to learn; ability to follow instructions, listen to and comprehend direction.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment is usually moderate.

Supervisory Responsibilities: None.