



Position title: Guest Services Attendant

Employer: Radium Golf Group

Location: Springs Golf Course or Radium Golf Course

Position Category: Golf Operations

Reports To: Golf Professional

Compensation: Details outlined in Offer of Employment

The Radium Golf Group owns two 18-hole golf courses in beautiful Radium Hot Springs, British Columbia. Radium Hot Springs is uniquely located on the edge of one of Canada’s most natural Rocky Mountain National Parks (Kootenay National Park) and overlooks the beautiful headwaters of the Columbia River. In every direction – lakes, rivers and wetlands fill the valley bottom, creating a diverse and rich landscape for wildlife and tranquil adventures. When the day is done, there’s no better place to recount the memories than in the naturally hot and rejuvenating waters of the Radium Hot Springs Mineral Pools.

The Springs Course:

Offers championship level golf with a great driving range and practice area. This course sits just above the Columbia River Wetlands with views of the Purcell Mountains to the west and the Rocky Mountains to the east. The course is also home to approximately 140 Bighorn Sheep that roam the fairways. The Clubhouse is set right against the bluffs with stunning views from the full-service patio.

The Radium Course:

A Columbia Valley favourite since 1957, the Radium Course is perched high over the Village of Radium Hot Springs in the rugged terrain bordering Kootenay National Park. The course features tight, tree-lined fairways, undulating greens and dramatic elevation changes sure to test players of all abilities.

Features and Benefits of working with The Radium Golf Group:

On-site staff accommodation	Complimentary Golf	Staff Uniform
Staff meal program	Golf merchandise discounts	Food Discounts

If working on the sunny side of The Rocky Mountains in a recreational paradise sounds appealing, we would love to hear from you.

Proudly Owned by Eaglequest Golf Centres

Radium Course
250-347-6266

Radium Golf Group
www.radiumgolf.ca

Springs Course
250-347-6200

**Advancement:**

Subject to your performance and competition from other potential candidates there is an opportunity for you to advance to other roles or positions within the company.

About the Position:

It is important to lead by example and perform your duties with a smile and be conscious of the feelings of those around you. By taking one well planned step at a time and keeping a positive “can do” attitude, regardless of the numerous pressures and tasks, you will succeed both professionally and personally. Your belief in success will contribute greatly to the outcome.

The fundamental duties of the Guest Services Attendant will be to spend the most face-to-face time with our guests and the service they provide is representative of the overall facility. From the direct contact at our Bag Drop to the behind-the-scenes role of power cart and driving range management, Guest Services personnel are an integral component to the overall golf experience.

Position Requirements:

- A valid BC driver’s licence is an asset.
- Ability to perform manual labour for extended periods of time.
- Capable of operating machinery and equipment.
- Demonstrate professional telephone/radio etiquette.
- Maintain a clean and safe work environment within your department.
- Be continually aware of and maintain the highest standards of personal hygiene and dress.
- Able to work in a team environment.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Able to effectively communicate both verbally and in writing.
- Able to work well under pressure.
- Strong attention to detail.
- A team-oriented individual who strives to create a memorable guest experience.
- An individual who maintains standards and thrives off of accomplishing tasks and achieving goals.
- An active listener who has a positive and responsive personality with the ability to make decisions and exercise independent and sound judgment.

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- An individual that has the belief that all workplace injuries are preventable and will maintain a healthy and safe environment.
- An individual who acknowledges our obligation to our owners to be financially responsible in all aspects of Golf Operations.
- Strong work ethic and creates a positive team attitude.
- Ability to work flexible hours including some split shifts, early mornings, late evenings and holidays.

Position Responsibilities:

- Adhere to the policies set out by the code of conduct.
- Actively promote Radium Golf Group and Eaglequest while contributing to stellar operation and financial responsibility through value and loyalty.
- Upholding the highest standards for customer service.
- Name tags and uniforms clean and correctly worn at all times.
- Properly pull out the carts for the day and complete stocking and cleaning.
- Prepare the driving range.
- Appropriately greet and direct guests before and after their round. Pick up and carry clubs safely and reasonably.
- Clean clubs and arrange on cart for driver and passenger; clean again after round.
- Appropriately handle any comments or complaints from guests.
- Clean and maintain garbage, recycling and the front building areas as well as laundry.
- Full clean and proper set up at close for the next day.
- Actively promotes and exhibits enthusiasm in the work place and among the guests.
- Demonstrates continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality seamless team-oriented guest service.
- Provides feedback to the management team on effectiveness of program initiatives.
- Actively and effectively promotes merchandise sales and bundles.
- Actively engages in our Social Media Campaign.
- Anticipate challenges and have a solution-oriented mindset.
- Manage your time effectively by focusing on only those things which will contribute to you meeting your objectives.
- Clear communication to guests, members, team members, contractors and vendors.
- Ensure the safety and confidentiality of our members, guests and team members.
- Adhere to rules regarding health and safety standards.

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Conclusion

This job description is intended to convey information essential to understanding the scope of the Guest Services Attendant position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position.

To join our team:

Please email Cover Letter and Resume to:

Lance Barber – Head Golf Professional
lbarber@radiumgolf.ca

and to

Steve Haggard – General Manager
shaggard@radiumgolf.ca

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