



Front Desk Attendant

Job Description

Clovelly is looking for friendly and reliable people to join our team. Successful candidates are best described as personable, organized and reliable self-starters who recognize the value of teamwork and excellent customer service.

Our Front Desk Attendants ensure that our members and guests can book tee-times, check-in, and purchase items from the Professional Shop in a timely and friendly manner. They make sure our customers' needs are met courteously and promptly.

Summary of Duties and Responsibilities

- Book tee-times - in person, online and over the phone
- Check in golfers – communicate with Starters as required
- POS system knowledge and proficiency – training provided
- Meet daily and weekly requirements in the performance checklist
- Complete reporting, filing and administrative duties, as assigned
- Knowledge of Professional Shop items
- Handing complaints in a courteous and professional manner
- Support regular marketing initiatives and promotions
- Relaying information about the golf course and our facilities
- Directing phone calls and messages as required of the front desk

Preferred Qualifications & Experience

- Strong people skills – communicates easily
- Excels in a fast-paced, multi-functional team environment; problem solver
- Appreciation for the value of good customer service
- Punctual and reliable
- Able to work shifts – early morning, days, evenings, weekends, and holidays
- Experience and knowledge of the game and asset
- First Aid, CPR Certification an asset

Contract Terms

- Rotation schedule - May through November (shifts are weather dependent)
- Part-time and full-time positions available

Please respond electronically to resumes@clovelly.ca or by mail to:
100 Golf Course Road | PO Box 1045 | St. John's, NL | A1C 5M3