

Outside Services Manager

Location: Menomonee Falls, WI

Position Type: Seasonal, Full Time

Department: Golf Operations

Reports to: Director of Golf

Direct Reports: Outside Services Associate, Starter/Ranger

Schedule: 40+ hours per week. Prefer Seasonal employees onboard April through October. Start and end dates flexible.

Compensation: \$14-\$18 hourly, based on qualifications.

Cover Letter required with **Resume**

Overview

Silver Spring Golf Club, a 36-hole public golf course facility located in Menomonee Falls WI, is looking for a friendly, customer service-oriented individual for **Outside Services Manager**. Ideal candidate will exhibit a friendly, courteous, and professional manner, is familiar with the game of golf, has experience managing teams in a customer service environment, is self-motivated, team oriented, and has strong attention to detail.

Duties and Responsibilities

- Interact with customers and coworkers in a friendly, courteous, and professional manner while performing Outside Services tasks and overseeing staff.
- Utilize foreUP tee sheet management software to plan workday and tactically deploy resources intraday based on activity.
- Coordinate with General Manager, Clubhouse Manager, Tournament Coordinator and Tournament Associates in the administration of golf events.
- Open and close outside facilities.
- Manage Outside Services Associates. Interview, hire, train staff. Plan, assign, and direct work. Evaluate performance.
- Address complaints and resolve problems.
- Other duties as assigned.

Minimum Qualifications

- 18 years of age, high school graduate with valid driver's license.
- Ability to lift and carry up to 40 pounds.
- Knowledge of and experience playing the game of golf.
- Previous golf industry work experience in outside services or golf shop.
- Customer service skills to provide friendly, courteous, and efficient service.
- Computer literate, familiarity with Windows, ability to learn new software.
- Self-motivated with strong attention to detail. Team oriented. Reliable and punctual.

Preferred Qualifications

- College graduate or pursuing degree.
- Previous experience managing teams in a customer service environment.

Benefits

- Flexible schedule.
- Staff Uniforms and merchandise discounts.
- Employee meals.
- Playing and practice privileges.

- Eligible for awards under employee performance recognition programs.