



JOB DESCRIPTION

Job Title:	Golf Operations Assistant	
Relationships:	Responsible to: Responsible for: Liaison with:	Golf Operations Manager N/A Tour Operators, Visitors, Members, Suppliers and other Club staff
Job Purpose Summary	<ul style="list-style-type: none"> • To support the visitor golf experience. • To assist with the Dormie House operation • To support the Club's social media and web presence • To assist with membership matters • To assist in the organisation of Club events • To assist with communication between departments 	
Key responsibilities	<p><u>Visitor Golf Experience</u></p> <ol style="list-style-type: none"> 1. Processing visitor reservations from requests received by telephone and e-mail 2. Processing and pursuing deposits and payments to confirm reservations 3. Maintaining the BRS online reservation system 4. Assist with the visitor communication prior to arrival 5. Liaising with all departments to deliver a world class visitor experience 6. To respond to requests from Tour Operators and Magazines to provide suitable images for publication 7. Assist with meet & greet of visitors <p><u>Dormie House</u></p> <ol style="list-style-type: none"> 8. Assist Golf Operations Manager with processing Dormie House bookings 9. Raise and send invoices for the bookings 10. Assist with Check-in and any other ad hoc tasks that may arise <p><u>Website & Social Media</u></p> <ol style="list-style-type: none"> 11. Assist with maintaining the Club public and Members' websites and Members' App 	

Membership

12. Assisting the Golf Operations Manager or Secretary with Membership related matters and maintenance of Club V1 Membership records

Match & Handicap

13. Prepare annual fixture list

14. Assisting the Secretary in organising Club competitions, Dinners, matches etc

15. Support the Captain with administration of teams for Club matches.

16. Arranging engraving of Club trophies and medals as required.

17. Maintain Members Handicaps through the World Handicap System.

Health & Safety

18. Assist the Clubhouse Manager with maintain Citation H&S System.

19. Ensure that buggy users are properly trained and are aware of the appropriate use of buggies on the golf course. This includes carrying out “buggy tests” for members.

Office

20. Assisting in answering telephone enquiries.

21. Monitoring stationery levels and placing orders as necessary

22. Other ad-hoc office tasks that may arise from time to time