

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
CORPORATE ASSETS & STRATEGIC PLANNING DIVISION – GOLF COURSES – LOCATION – KING'S FOREST & CHEDOKE GOLF COURSES)

PACE WATCHER GUIDE

The Public Works Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

SUMMARY OF DUTIES

Reporting to the Head of Golf Operations, responsible for ongoing tracking of all players and administration of pace watcher program.

GENERAL DUTIES

Responsible for the Pace Watcher Program and to ensure that daily pace of play expectations are met in all areas.

Promotion of the City of Hamilton Civic Golf Courses.

Pace of Play Administration according to Pace Watcher Program.

Enthusiastically promote golf wherever possible.

Conduct yourself at all times in a polished business-like manner.

Ensure cleanliness of the golf course and Pace Watcher areas.

Perform other duties as assigned which are directly related to the responsibilities of the position.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

RESPONSIBILITIES

Administration of the Pace Watcher Program.

Welcome and assist all players to the facility.

Liaise with the golf shop and Pace Watcher volunteers in regards to pace of play on an ongoing basis.

Ongoing tracking of all players and groups with written verification as to start times and times at various points throughout their game.

Maintain an active association with other Pace Watchers and Guides to ensure your daily knowledge of golfing activities.

Make suggestions that will aid with the improvement of the Pace Watchers Program to better our operation and improve customer service.

Render only professional advice, opinion, assistance and service as required.

Make all golfers welcome and help them to enjoy themselves while at our facility.

Participate in staff meetings or functions.

QUALIFICATIONS

1. Previous customer service experience related to duties listed above.
2. Good interpersonal and communication skills.
3. High degree of customer service skills and self-motivation.
4. Demonstrated ability to deal with customer requests for service and respond promptly to customer needs.
5. Must be a results-oriented individual with a commitment to customer service and team-building.
6. High Five Training would be an asset
7. First Aid Certification would be an asset