



MIRAMONT



Golf Member Services

JOB SUMMARY

The member services associate will be expected to provide the highest quality customer service. Each individual will have excellent customer service skills, skillful interpersonal relationship ability, be a team player, and have a strong work ethic.

ESSENTIAL JOB FUNCTIONS

- Coordinating with Golf Shop personnel to ensure total service to members and guests.
- Consistent staging of clean and detailed carts.
- Greeting Members and Guests as they arrive and calling them by name (i.e. Mr. /Mrs. /Dr. Smith, etc.).
- Helping Members and Guests with their golf bags at all times.
- Greeting players and servicing players after nine or eighteen holes.
- Cleaning members' and guests' clubs.
- Providing players with a total experience by properly staging carts, carrying their golf bags to and from their carts, cleaning clubs, ensuring all supplies are clean and fully stocked.
- Picking, cleaning and restocking range balls.
- Ensure all areas of cart staging are very clean and all chargers are working properly.



MIRAMONT

JOB QUALIFICATIONS

- High School Diploma or equivalent.
- Highly motivated.
- Good communication skills.
- Must be able to lift at least 25 lbs.
- Ability to stand on feet for extended period of time.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is regularly required to stand; walk; and use hands to handle or feel. The employee is required to sit and reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must have the ability to multi-task and complete tasks in an accurate and timely manner.

This job description is an outline of job requirements and may not include all job functions that will be required by Miramont Country Club. This description is subject to change without notice.

Email your completed application to ahernandez@miramont.cc.



Team Member Pledge

We embrace the character and tradition of Miramont and commit to uphold and enhance these qualities in all that we do. We will create a **“Home Away From Home”** for our Members and Guests.

We value each other, and endeavor to create a positive working environment where mutual **respect** and **dignity** is our way of life.

We will do everything we can to make the answer **“YES!”** for each Member and Guest, and we will never begin a sentence or phrase with the words **“no”** or **“not.”**

We recognize the **importance of children and families**; we will create and foster an environment and culture that encourages children and families to use the Club.

We are a team of dedicated and passionate professionals, and pledge to work daily to become **experts** at our chosen profession.

We will strive to continually **evolve** ourselves and our Club; we believe deeply that we can always improve.

We believe that **recognition** is paramount to our success and we will work tirelessly to learn our Members and Guests (sur)names and preferences and use them constantly and consistently.

We will **be the first to communicate**, we will make eye contact, introduce ourselves and always greet our Members, Guests, Vendors and Teammates with a smile and a warm welcome.

We will **work safely every day** and promote a culture of safety in everything that we do.

We will be well-groomed and professional in our appearance and actions; **we are ladies and gentlemen.**

We will always **walk** Members and Guests to their destination and **introduce** them as applicable.

We will endeavor to be **extraordinary** in everything, by everyone, every day.

SKILLS:

- Typing _____ WPM
- 10-Key _____ Touch _____ Sight
- Data entry
- Switchboard or multi-line phone systems _____ (Number of Lines)
- Other: _____

COMPUTER:

- Jonas
- Software (to include word processing, spreadsheets, databases or other applications): _____
- Hardware: _____
- Programming: _____
- Operating Systems: _____
- Other: _____

EDUCATION:

Name	Address	Major	Circle Last Year Completed	Did you graduate?	Degree
High School/Preparatory			1 2 3 4		
Business School			1 2 3 4		
College			1 2 3 4		
Graduate Work			1 2 3 4		
Other (Describe)			1 2 3 4		

If you did not graduate, why did you leave school or college? _____

Are you planning or pursue further studies? Yes No Day School Night School

If so, when, where, and what courses? _____

Schedule (if currently enrolled): _____

INTERESTS: *Use the space below to describe your interest in the Company and the skills and aptitudes that you feel qualify you for a position at this Institution. You may wish to include civic and community activities, professional societies in which you participate, hobbies, sports, special training or skills such as typing, accounting and the like. If you need more space, please continue on a separate sheet or the back.*

WORK HISTORY: *Start with your present or most recent job. Please list all previous employers – including any periods of self-employment, part-time and temporary/seasonal work. Include only employers located in the United States. If you need additional space, please use the back of this page.*

1	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					Reason for leaving

2	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					Reason for leaving

3	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					Reason for leaving

4	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					Reason for leaving

5	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					Reason for leaving

6	Company		Address		Telephone
	Dates Employed From	To	Job Title <input type="checkbox"/> PT <input type="checkbox"/> FT	Starting Salary	Ending or Salary
List each job title, dates in each position and job duties and indicate whether part-time or full-time					Reason for leaving

May we contact the above Employers for reference checking purposes? Yes No

Please identify, by number, any Employer you do not wish us to contact. _____

REFERENCES: *Please list the names, email addresses and phone numbers of two personal references, excluding relatives.*

GENERAL INFORMATION:

Part of our employment process will involve a background investigation. The background investigation will include a criminal investigation and may include the procurement of your fingerprints. (In the event fingerprints are procured, they will be processed by the Federal Bureau of Investigation.) This process is designed to notify the Company of any criminal record you may have.

It is critical that the questions listed below be completed fully and accurately. Please note that a conviction or pretrial diversion or similar program does not automatically disqualify you from employment. It is our preference to discuss any potential concerns prior to employment. If you are employed by the Company, and there is a discrepancy between law enforcement records and any of your responses to the questions below, you may be terminated at any time during your employment.

Have you ever been refused bonding coverage or had bonding coverage canceled? Yes No

If yes, please explain: _____

Have you ever been convicted of any criminal offense (including misdemeanor or felony or any other categories or types of offenses) or agreed to enter into a pretrial diversion or similar program, including deferred adjudication, in connection with prosecution for such an offense? Yes No

If yes, please explain: _____

CERTIFICATION AND ASSENT:

I hereby certify that the statements I have made are true, and, if I am subsequently employed by the Company, that I may be subject to discharge if they are found to be false. I have provided the information above voluntarily and without coercion. I also understand that employment and continued employment is conditional upon the Company securing and retaining an acceptable fidelity bond on me.

I understand that the Company is required to make an inquiry regarding criminal records which may include procuring my fingerprints, at the Company's expense, and I agree to have my fingerprints submitted to the Federal Bureau of Investigation and other law enforcement officials and agencies nationwide for a criminal records investigation. The Company reserves the right to perform a criminal background investigation, which may include the submission or resubmission of fingerprints, on current employees, at any time. Employment and continued employment is contingent upon a satisfactory investigation.

I release the Company, its predecessors, successors, subsidiaries, past and present officers, directors, agents, servants, employees, and assigns from any and all claims relating to the criminal background investigation and/or my submission to being fingerprinted and relating to any consequences from the fingerprinting program.

Signature of Applicant

Date

This Organization Participates in E-Verify



This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

IMPORTANT: If the Government cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact DHS and/or the SSA before taking adverse action against you, including terminating your employment.

Employers may not use E-Verify to pre-screen job applicants and may not limit or influence the choice of documents you present for use on the Form I-9.

To determine whether Form I-9 documentation is valid, this employer uses E-Verify's photo matching tool to match the photograph appearing on some permanent resident cards, employment authorization cards, and U.S. passports with the official U.S. government photograph. E-Verify also checks data from driver's licenses and identification cards issued by some states.

If you believe that your employer has violated its responsibilities under this program or has discriminated against you during the employment eligibility verification process based upon your national origin or citizenship status, please call the Office of Special Counsel at 800-255-7688, 800-237-2515 (TDD) or at www.justice.gov/crt/osc.

E-Verify Works for Everyone

For more information on E-Verify, please contact DHS:

888-897-7781

www.dhs.gov/E-Verify

NOTICE:

Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.



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