

## **JOB DESCRIPTION**

**POSITION:** Clubhouse Sales Attendant    **POSTING DATE:** 03.16.2021

**WAGE:** \$12.00 per hour    **CLOSING DATE:** Until Filled

**Location: Pine Hills Golf & Supper Club** Reports directly to: Pine Hills Golf Course Manager  
*(Scheduled at Pine Hills during golf season and North Star casino during off season)*

Every employee of Pine Hills Golf & Supper Club is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. Pine Hills Golf & Supper Club strives to provide a positive team environment where everyone contributes.

### **GENERAL RESPONSIBILITIES:**

Welcome guests to Pine Hills Golf & Supper Club in a friendly, courteous manner, working to achieve a maximum level of guest service and satisfaction. Greet guests positively, treating each person as an individual and in a professional manner. This position will be primarily scheduled to work at Pine Hills Golf Course and Supper Club during the golf season and scheduled at North Star Casino Resort during the off season. Depending on business needs, employees may be required to work at either NSC or PH at any time during in-season or off-season.

### **QUALIFICATIONS:**

1. Pine Hills Golf & Supper Club is looking for individuals who are courteous, energetic, reliable, and willing to perform all duties in a professional manner.
2. Must submit to court records search/background review.
3. Must submit and pass a pre-employment drug screening and health screening.
4. Must be able to work flexible hours including weekends, nights and holidays.
5. Possession of bartender's license is preferred. Obtaining a responsible beverage certification through Pine Hills while employed, is required.
6. Knowledgeable in the rules, etiquette and procedures associated with the game of golf.
7. Must have basic math skills including addition and subtraction.
8. Must be physically able to perform all tasks of the position.
9. Must possess good communication skills and ability to speak effectively and interact well with the customers and employees.
10. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.
11. Must adhere to the Tribe's Drug and Alcohol-Free Workplace Policy during the course of employment.
12. Must be eligible for coverage under the employer's liability insurance.

### **EDUCATIONAL REQUIREMENTS:**

1. High School Diploma or GED is preferred. High School Diploma or GED is required if you are 19 years old and under.

### **DUTIES:**

1. Effective and efficient operation of the bar, pro shop and beverage cart as scheduled by immediate supervisor.
2. Provide prompt, efficient, and courteous service to Pine Hills Golf & Supper Club guests.
3. Must adhere to all established rules, regulations, procedures, and policies of Pine Hills Golf & Supper Club and the Stockbridge-Munsee Community.
4. Operation of a computer-based cash register for the purpose of collecting money and recording accurate information for the sale of green fees, equipment rental, and other items offered by Pine Hills Golf & Supper Club. Adhere to all revenue handling policies and procedures.
5. Answer telephone calls appropriately according to procedures.
6. Maintain a safe and clean environment for guests and fellow associates.
7. Keep work area neat, clean, and stocked of needed supplies.
8. Must participate in employee random drug testing program.
9. Must be able to work with a variety of people with diverse personalities.
10. Must attend all meetings and training, as assigned.
11. Must wear the approved departmental uniform.
12. Must be reliable and prompt when reporting to work.
13. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, Department Procedures, memos and other communication from supervisory personnel.
14. Report any guest complaints or concerns to immediate supervisor for resolution.
15. Be knowledgeable of the facility, as location of restrooms and telephones, hours of operations, etc. and be able to efficiently handle guest inquiries.
16. Understand the goals and vision of the organization and demonstrate commitment to those goals in terms of individual and team performance.
17. Perform as a team member and assist fellow associates to ensure a smooth operation.
18. Prioritize and handle multiple tasks simultaneously.
19. Complete other duties as assigned by immediate supervisor.
20. The above duties and responsibilities are not an all-inclusive list, but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

### **PHYSICAL REQUIREMENTS:**

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity). Required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.
2. Constant walking and standing which may include kneeling, crouching, crawling and bending.
3. Occasional pushing/pulling, lifting and/or moving up to thirty (50) pounds.
4. Occasional reading and writing.

**SUBMIT APPLICATION TO:**

Human Resource Department  
North Star Mohican Casino Resort  
W12180 County Road A

Bowler, WI 54416 or Email completed application to: [jobs@northstarcasinoresort.com](mailto:jobs@northstarcasinoresort.com)  
Or Fax completed application to (715)2532432

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL-OPPORTUNITY EMPLOYER; EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE.**

**WE ARE A DRUG-FREE EMPLOYER. CANDIDATES MUST PASS A DRUG SCREEN AND REMAIN DRUG FREE**

**Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.**