

# Guest Relations Officer

February 2019

**Position Location:** Carnoustie Golf Links, Angus, Scotland

## About us

Golf's Greatest Test and host to The 147th Open Championship in July 2018, Carnoustie Golf Links are looking to appoint experienced and dedicated professionals to take on seasonal full and part-time positions within our Golf Operations team.

## Scope of Role

Guest Relations Officer will work within our Golf Operations team. The role covers key areas such as Meet and Greet visitors, manning the Guest Services Information Desk, handle all visitors and Season Ticket Holders enquiries and requests, tournament administration and general administrative duties.

Hours of operation to cover Guest Services are between 08:00 and 20:00. Seasonal contracts will mean that you will be on a rota covering up to approximately 22.5hrs per week on a part-time basis and 37.5 hrs per week on a full-time basis. This can fluctuate depending on demand. This is a 7-day per week operation. Permanent contracts will mean that you will be on a 37.5hrs per week on a full-time basis. This is a 7-day per week operation.

A people-focused role which requires strong interpersonal skills and a 'No Problem' attitude. Our focus is on meeting the needs of our customers, visitors and team, demonstrating a world-leading customer service at all times.

Being part of Guest Services involves engaging with season ticket holders and visitors to make the Carnoustie Golf Links experience as enjoyable and as memorable as we can for all.

## This exceptional opportunity will suit a candidate with the following attributes;

- Be a role model, trustworthy, conscientious and take accountability in everything you do
- Dynamic and adaptable, able to respond quickly to guest requests
- Exceptional communication skills; positive, professional and friendly
- Great team player with a positive attitude
- Positive, 'can-do', solution-driven attitude

## Essential Skills and Behaviours

- Strong interpersonal skills with attention to detail
- Ability to work and follow systems and procedures
- Must be self-motivated, confident with an energetic personality
- Ability to use own initiative
- Strong verbal communication skills
- Great team player with a positive attitude and who works effectively with others
- To project a smart efficient image at all times, and adhere to the Links policy on grooming and uniform



- Proficiency in;
  - the use of computer technology
  - Microsoft Office suite (particularly Word and Excel)
  - Internal communication systems
  - Training will be given on our bespoke systems

### **Desirable Skills**

- Knowledge of Health and Safety legislation
- First Aid and Defibrillator trained
- Knowledge of the game of golf

### **Why work for us?**

There are many benefits working for Carnoustie Golf Links including competitive remuneration package, first class pension scheme, Season Ticket for the Carnoustie Links Golf Courses. Above all, however, is a fantastic opportunity to work within a dynamic and team in a world-leading environment and help to shape the future of this iconic venue.

### **To Apply**

Please email Carnoustie Golf Links via [recruitment@carnoustiegolflinks.co.uk](mailto:recruitment@carnoustiegolflinks.co.uk), with a covering letter and include a copy of your CV. Please ensure to include in your cover letter whether you are applying for a part time (22.5hrs per week) or full time (37.5hrs per week) seasonal role or a full time (37.5hrs per week) permanent role.

### **Closing date**

Friday 22<sup>nd</sup> February 2019

