



# OWL'S NEST

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## LCJ MANAGEMENT, LLC d/b/a OWL'S NEST RESORT

### JOB DESCRIPTION

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**TITLE:** Resort Services Staff  
(Racquets, Pool & Beach)

**REPORTS TO:** Director of Facilities  
Director of Racquet Sports

**DEPARTMENT:** Facilities

**FLSA STATUS:** Non-Exempt (Hourly)

### JOB SUMMARY

Resorts Services staff attend the Pool, Beach and Racquet Complex must be an outgoing and hardworking individual. Under general supervision you will perform clay court maintenance, general maintenance to all courts, grounds keeping and custodial work at the Racquet Complex and Pool and Beach area to ensure a high-quality guest experience. Attention to detail and commitment to exceptional customer service is a must in this position.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Meet and greet all guests in a warm, friendly, and professional manner in accordance with all Resort policies and procedures.
- Responsible for inspecting all courts or beach and pool for opening procedures, maintenance, repair, and grooming.
- Responsible for scrubbing, line and debris removal, cleaning, drying and general upkeep of clay courts, rolling and brushing of courts.
- Make sure all surrounding areas are cleaned and maintained and daily opening procedures are followed according to the instructions of the Director of Facilities and Director of Racquets.
- Responsible for any daily upkeep duties such as repair to the courts and beach area.
- Complete and prepare incident, accident and maintenance reports as necessary.
- Assists with various special events, community programs and recreational functions.
- Performs custodial tasks, e.g., empties trash receptacles, empties recycling receptacles, cleans and removes debris.
- Communicate to the Director of Racquet Sports any changes in court conditions.
- Ensure compliance with all safety regulations and Resort policies and procedures.
- Algae and weed removal from clay courts and beach area, blowing off leaves from all courts, tennis net repairs, windscreen upkeep, clearing of drains, removal of all trash and debris on the courts.
- May perform duties from other positions as needed or assigned to maintain proper operations of the resort property.

### KNOWLEDGE, SKILLS, AND ABILITIES

- High school diploma, GED or equivalent preferred.
- Ability to understand and follow written and oral instructions. Ability to establish and maintain effective working relationships with departmental staff, supervisors and general public.
- Proficiency in safe First Aid methods, procedures and practices.

- Ability to clearly communicate information both verbally and in writing.
- Skill in the principles and techniques of customer relations skills
- Ability to analytically observe, and objectively and clearly report routine and non-routine, emergency, and non-emergency activities.
- Ability to work unsupervised.
- Experience in the resort/hospitality industry helpful.

### **LICENSURE / CERTIFICATIONS REQUIREMENTS**

- High School Diploma or GED from accredited school
- CPR/First-Aid Certification (or ability to obtain (6) month after employment).
- One year of tennis court maintenance or grounds keeping maintenance experience OR any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.
- Valid Driver's license.
- Participation in ongoing training and education.

### **PHYSICAL REQUIREMENTS / WORKING CONDITIONS**

- Reliability and punctuality are essential.
- Flexible schedule, which may include day, evening, holiday, and weekend assignments.
- Physical requirements of the position including the ability to perform moderate physical work and may be required to lift up to 80 lbs., up to 50 lbs. frequently and up to 20 lbs. constantly.
- Perform activities such as bending, kneeling, crouching, climbing, reaching, standing, pushing, lifting and grasping for up to 4 hours without sitting. Ability to consistently lift, carry and load adaptive and other sports equipment that may weigh 50 or more pounds, and sustain aerobic activity for 20 consecutive minutes.
- Outdoor work environment with exposure to weather extremes.

*I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Directors of Facilities and Racquet Sports' guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of Owl's Nest Resort; it is my responsibility to notify the Director of Facilities so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.*

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Signature

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Printed Name

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Date