



GUEST SERVICE AGENT

PurView

*Range of authority, competence,
responsibility, concern, or intention*

The role of the Brasada Canyons Club Guest Service Agent is to interact with our Club Members/Lodging Guests; ensuring they have a great experience when scheduling a playing time, checking in for a round of golf, playing the course, visiting the club facilities, browsing and buying retail merchandise, on the course, ordering food and beverage, seeking information or just passing through.. Guest Service Agents play a key role in our “ThinkAhead Service Strategy” by routinely communicating to fellow experience providers at Brasada Ranch and letting them know when Club Members/Lodging Guests are on their way. Guest Service Agents are expected to be in tune with Club Member/Lodging Guests likes and dislikes; ensuring that key information is relayed to the Ranch House team so the updates can be made in the CRM. This PurView outlines the expectations we have of you in the role of Guest Service Agent at Brasada Canyons.

EXPECTATIONS	BEHAVIORS, DUTIES AND RESPONSIBILITIES
ENGAGING HOSPITALITY	<ul style="list-style-type: none">• Make eye contact and smile at all those that are near you, invite interactions• Greet Club Members/Lodging Guests and fellow Associates warmly with an appropriate greeting• Use Club Member/Lodging Guest names whenever possible and create personalized service experiences; make every effort to remember names (using tee sheets, bag tags, and your attentiveness)• Consistently be ready to serve --- demonstrated by your posture, your attention, your attitude and awareness of your surroundings• Ask engaging questions --- how are Club Members/Lodging Guests enjoying their day/stay? - additional plans for the day? - always ask if there is anything more we can do• Acknowledge guests in the area with eye contact and a smile --- if you are busy with another guest --- always acknowledge a waiting Club Member/Lodging Guest• Provide clear directions when asked and walk Guests part way to their destination• Share information appropriately, do not assume others know what you know
GET READY STAY READY	<ul style="list-style-type: none">• Actively participate in pre-shift meetings and understand daily messages, strategies, and business volumes• Reviews daily tee sheets, business volumes, and special requests• Familiarize yourself with names (reviewing the tee sheet) and faces• Constantly stay updated, review and prepare for upcoming events of the day• Prepare work areas for the following shift or the next day• Communicate and ask for help when unable to manage business volumes• Come to work when scheduled, on time, and ready to work• Take breaks and recharge
SETTING THE STAGE (Logistics)	<ul style="list-style-type: none">• Adhere to the <i>Brasada Ranch Grooming Standards</i> and BCC uniform standards• Know when things aren’t quite right (music, lighting, smells, etc) and always take steps to make things right and ensure the environment is “on brand”• Maintain retail displays, clothing (according to size and hue), and equipment to standard set• Ensure that everything has its place and everyplace has its thing• Routinely walk your work area and surrounding areas to ensure the area is clean, in order and free of trash• Frequently wipe glass doors, glass table tops and other surfaces that show fingerprints, smudges, and smears• Set the stage for the following day when closing the Golf Shop



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Expectation	Behaviors
KNOWLEDGE ABOVE & BEYOND	<ul style="list-style-type: none">• Learn about all of the products carried in the Golf Shop --- equipment and clothing• Speak to the quality and style of the Brasada Canyons Club• Know everything about Brasada Ranch and communicate information effectively with our Club Members/Lodging Guests• Be an “expert user” of point of sale, Microsoft Outlook, inventory, tee-time, and request management (HotSOS) systems.• Participate in role-playing and other training opportunities to learn to handle difficult situations• Adhere to proper cash handling and cashiering procedures• Maintain Golf Shop inventory counts• Replace “I don’t know” with --- “That’s a great question; allow me a moment to find out...”• Comply with safety instructions --- work safely --- advise leadership of unsafe conditions
BRASADA RANCH SERVICE STANDARDS	<ul style="list-style-type: none">• Welcome, engage, and bid farewell to Club Members/Lodging Guests as outlined in the BCC Experience Path• Take every opportunity to anticipate Club Member/Lodging Guest needs --- make our guests feel welcome and relaxed• It is never “no problem” and always “your pleasure”• Communicate effectively with other Brasada Ranch experience providers and practice our “ThinkAhead Service Strategy” --- “John, this is Mary in the Golf Shop, the Miller’s are on their way and are hoping to grab a table for four, with the Smith’s, in the Member’s lounge”• Spend more time in your work area and the surrounding areas than behind a desk or pod• Effectively communicate, or “tell the story”, when transferring a guest from to another Associate --- when in person or over the phone• Treat problem resolution with a sense of urgency, own the problem, and follow the <i>Brasada Ranch Service Recovery</i> model• Refrain from negative conversations or gossip and rumors about guests, Brasada Ranch, fellow Associates, or resort leadership• Share Club Member/Lodging Guests’ likes and dislikes with the Ranch House Guest Services team --- keeping our Customer Relationship Management (CRM) system up-to-date• Never accept a gratuity
POSITION REQUIREMENTS	<ul style="list-style-type: none">• Read, write, speak English• Lift and carry 20 lbs• Ability to communicate with Members and Guests in a professional manner.• Excellent customer service skills• Enthusiastic, outgoing personality.• Standing or walking for long periods of time may be required.



GUEST SERVICE ATTENDANT

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The role of the Brasada Canyons Club Guest Service Attendant is to welcome, stage and assist arriving/finishing Club Members/Lodging Guests; ensuring they have a great experience when arriving for play, checking in, utilizing the warm-up/practice facilities, on the course, making the turn, seeking information or just passing through. Guest Service Attendants are responsible for the maintenance and cleanliness of the cart fleet and practice facility preparation/maintenance. Guest Service Attendants will provide valet parking services and will provide shuttle services to the Ranch House and Cabin lodging accommodations. Guest Service Attendants play a key role in our “ThinkAhead Service Strategy” by routinely communicating to fellow experience providers at Brasada Ranch and letting them know when Club Members/Lodging Guests are on their way. This PurView outlines the expectations we have of you in the role of Guest Service Attendant at Brasada Canyons.

EXPECTATIONS	BEHAVIORS, DUTIES AND RESPONSIBILITIES
ENGAGING HOSPITALITY	<ul style="list-style-type: none">• Make eye contact and smile at all those that are near you, invite interactions• Greet Club Members/Lodging Guests and fellow Associates warmly with an appropriate greeting• Use Club Member/Lodging Guest names whenever possible and create personalized service experiences; make every effort to remember names (using tee sheets, bag tags, and your attentiveness)• Consistently be ready to serve --- demonstrated by your posture, your attention, your attitude and awareness of your surroundings• Ask engaging questions --- how are Club Members/Lodging Guests enjoying their day/stay? - additional plans for the day? - always ask if there is anything more we can do• Acknowledge guests in the area with eye contact and a smile --- if you are busy with another guest --- always acknowledge a waiting Club Member/Lodging Guest• Provide clear directions when asked and walk Guests part way to their destination• Share information appropriately, do not assume others know what you know
GET READY STAY READY	<ul style="list-style-type: none">• Actively participate in pre-shift meetings and understand daily messages, strategies, and business volumes• Reviews daily tee sheets, method of arrival, Cabin and Ranch House shuttle requirements• Familiarize yourself with names (reviewing the tee sheet) and faces• Constantly stay updated, review and prepare for upcoming events of the day• Prepare work areas for the following shift or the next day• Communicate and ask for help when unable to manage business volumes• Come to work when scheduled, on time, and ready to work• Take breaks and recharge
SETTING THE STAGE (Logistics)	<ul style="list-style-type: none">• Adhere to the <i>Brasada Ranch Grooming Standards</i> and BCC uniform standards• Know when things aren’t quite right (music, lighting, smells, etc) and always take steps to make things right and ensure the environment is “on brand”• Maintain the cart fleet in pristine condition• Set and maintain the staging areas and warm-up/practice facilities to BCC standards• Ensure that everything has its place and everyplace has its thing• Routinely walk your work area and surrounding areas to ensure the area is clean, in order and free of trash• Set the stage for the following day when closing the staging area and storing the carts



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Expectation	Behaviors
KNOWLEDGE ABOVE & BEYOND	<ul style="list-style-type: none">• Learn about all of the products carried in the Golf Shop --- equipment and clothing• Quickly assess equipment requirements when assembling loaner clubs, shoes, and accessories• Speak to the quality and style of the Brasada Canyons Club• Know everything about Brasada Ranch and communicate information effectively with our Club Members/Lodging Guests• Participate in role-playing and other training opportunities to learn to handle difficult situations• Replace “I don’t know” with --- “That’s a great question; allow me a moment to find out...”• Comply with safety instructions --- work safely --- advise leadership of unsafe conditions
BRASADA RANCH SERVICE STANDARDS	<ul style="list-style-type: none">• Welcome, engage, and bid farewell to Club Members/Lodging Guests as outlined in the BCC Experience Path• Take every opportunity to anticipate Club Member/Lodging Guest needs --- make our guests feel welcome and relaxed• It is never “no problem” and always “your pleasure”• Communicate effectively with other Brasada Ranch experience providers and practice “ThinkAhead Service Strategy” --- “Marie, this is Bill at the golf course, I am on my way with the Miller’s, and they are hoping to grab seating for four on the patio near the fire.”• Spend more time in your work area and the surrounding areas than behind a desk or pod• Effectively communicate, or “tell the story”, when transferring a guest from to another Associate --- when in person or over the phone• Treat problem resolution with a sense of urgency, own the problem, and follow the Brasada Ranch Service Recovery model• Refrain from negative conversations or gossip and rumors about guests, Brasada Ranch, fellow Associates, or resort leadership• Share Club Member/Lodging Guests’ likes and dislikes with the Ranch House Guest Services team --- keeping our Customer Relationship Management (CRM) system up-to-date• Never accept a gratuity
POSITION REQUIREMENTS	<ul style="list-style-type: none">• Read, write, speak English• Lift and carry 20 lbs• Ability to communicate with Members and Guests in a professional manner.• Excellent customer service skills• Enthusiastic, outgoing personality.• Standing or walking for long periods of time may be required.



GROUNDSKEEPER

PurView

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The responsibility of the Brasada Canyons Club Groundskeeper is for the overall maintenance, upkeep and environmental management of the Brasada Canyons Club golf course, practice facilities, paths, walkways, facilities, irrigation systems and equipment (cart fleet, landscaping equipment). Groundskeepers play a key role in a critical aspect of the BCC Experience Path focused on the golf course, practice facilities and staging areas --- the condition and quality of the course and practice facilities. This PurView outlines the expectations we have of you in the role of Groundskeeper at Brasada Canyons.

EXPECTATIONS	BEHAVIORS, DUTIES AND RESPONSIBILITIES
ENGAGING HOSPITALITY	<ul style="list-style-type: none">• Make eye contact and smile at all those that are near you, invite interactions• Greet Club Members/Lodging Guests and fellow Associates warmly with an appropriate greeting• Silence and/or redirect equipment when guests approach• Never allow course maintenance to disrupt play• If an errant shot occurs near your work area; be attentive and assist with the search• Immediately advise the Golf Shop when you find a golf club and make an attempt to locate the possible owner of the club by driving a hole or two ahead• Consistently be ready to serve --- demonstrated by your posture, your attention, your attitude and awareness of your surroundings• Provide clear directions when asked and walk Guests part way to their destination• Share information appropriately, do not assume others know what you know
GET READY STAY READY	<ul style="list-style-type: none">• Actively participate in pre-shift meetings and understand daily messages, strategies, and business volumes• Prepare work areas for the following shift or the next day• Communicate and ask for help when unable to manage business volumes• Come to work when scheduled, on time, and ready to work• Take breaks and recharge
SETTING THE STAGE (Logistics)	<ul style="list-style-type: none">• Adhere to the <i>Brasada Ranch Grooming Standards</i> and BCC uniform standards• Know when things aren't quite right (pins, tee markers, bunker rakes, trash receptacles) and always take steps to make things right and ensure the environment is "on brand"• Maintain storage areas, supply yards; ensure that everything has its place and everyplace has its thing• Routinely walk your work area and surrounding areas to ensure the area is clean, in order and free of trash• Always complete daily shift checklists



GROUNDSKEEPER

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Expectation	Behaviors
KNOWLEDGE ABOVE & BEYOND	<ul style="list-style-type: none">• Speak to the quality and style of the Brasada Canyons Club• Know everything about Brasada Ranch and communicate information effectively with our Club Members/Lodging Guests• Be an “expert user” of landscaping equipment• Replace “I don’t know” with --- “That’s a great question; allow me a moment to find out...”• Comply with safety instructions --- work safely --- advise leadership of unsafe conditions
BRASADA RANCH SERVICE STANDARDS	<ul style="list-style-type: none">• Take every opportunity to anticipate Club Member/Lodging Guest needs --- make our guests feel welcome and relaxed• It is never “no problem” and always “your pleasure”• Always ... find a location that is fairly flat and not set too close to the edge or steep rolls while setting pins.• Always ... fix ball marks, mow in prescribed direction a dew whip along with mowing greens.• Always ... find a clean unused spot on the tee box and make sure the markers are pointed in the correct direction when placing tees.• Always ... always mow in the correct direction, slow down for low heads and other low spots, and be slow and careful on perimeter cuts when mowing fairways/rough.• Always...push sand up in steep areas, cover liners & staples, and place rakes in bunkers with handles facing the tee box when raking all bunkers• Always...run extra water only when no play is not present to avoid slowing play when irrigating
POSITION REQUIREMENTS	<ul style="list-style-type: none">• Mowing, both riding and walk behind.• Ability to lift up to 50lb bags.• Raking and shoveling.• Can do attitude and ability to work as a team.



DIRECTOR OF GOLF

PurView

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The Director of Golf is responsible for the effective leadership and management of the Brasada Canyons Club golf operations including: the sales and promotion of Brasada Canyons golf, retail, food & beverage and instruction; all aspects of the BCC Experience Path ensuring 100% Club Member/Lodging Guest Satisfaction and instilling a systemic service culture; maintenance/upkeep of the course, equipment, cart fleet and facilities; fiscal accountability including the preparation of Annual Operating Plans, budgets, forecasts and managing financial performance; and establishing an Associate environment that positions BCC as the employer-of-choice in the region fostering growth and development.

The Director of Golf is an expert player of the game, plays with Club Members/Lodging Guests, and is most often found engaging Club Members/Lodging Guests/Associates at the front drive, staging areas, Golf Shop and practice facilities.

COMPETENCY	%	TASKS, DUTIES AND RESPONSIBILITIES
SALES & PROMOTION	20%	<ul style="list-style-type: none"> Works closely with the VP-Sale & Marketing, Oregon Resorts on the development and execution of the Annual BCC Sales & Marketing Plan. Coordinates with the Director of Sales and Director of Revenue on group proposals, rate positioning and promotions/packages Oversees the buying, merchandising and promotion of all retail items and equipment Coordinates BCC's involvement in on-property activities, family functions and special events in support of Brasada's "Ranch Life" Represents BCC in area professional events, PGA meetings, merchandise shows and select state and national opportunities Leads an effective sales campaign directed at regional private, semi-private, and daily fee clubs with the objective of booking club group business Establishes relationships with key golf wholesalers and ensures wholesale customers have a memorable BCC experience Assists with the ongoing development, maintenance, and social media aspects of the BCC micro-site Develops and expands the BCC customer database Organizes and conducts tournaments for groups, Club Members, and Lodging Guests
SYSTEMIC SERVICE CULTURE	35%	<ul style="list-style-type: none"> Establish, implement & expect a level of service that supports Brasada's vision of being the finest destination resort in the Northwest. Embrace, train, uphold and reward the key service behaviors and key TouchPoints for each Sequence of Service that defines the BCC Experience Path. Use Club Member/Lodging Guest and Associate feedback to track customer dissatisfiers, collaborate to find root causes and execute improvement plans to eliminate or reduce problem occurrence. Model the <i>Brasada Ranch Service Standards</i> and promote "ThinkAhead Service Strategy" Recognize and celebrate outstanding examples of, above and beyond, service behaviors that helped provide lasting, memorable experiences for our guests Use pre-shift and departmental meetings to role play appropriate service behaviors Effective use of the Northview Schedule Optimizer to ensure the right people are in the right place at the right time Interpret and enforce the rules of golf, enforce club policies, rules and regulations, maintain handicaps and other records relating to Club Member/Lodging Guest rounds Make Associates available to other departments when needed



DIRECTOR OF GOLF

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COMPETENCY	%	TASKS, DUTIES AND RESPONSIBILITIES
SETTING THE STAGE (Logistics)	10%	<ul style="list-style-type: none"> Constantly view the property from the guests' perspective and ensures the environment (i.e., lighting, landscaping, music, aromas, programming, equipment sets, cart staging) meets and exceed standards Work with the Greens Superintendent and outlines scheduled and preventive maintenance for the golf course, practice facilities, and equipment Responsible for supply inventories, retail and equipment buying, receiving processes and storeroom organization Ensure utilization of NVHG daily/shift checklists Ensure all associates are in compliance with the <i>Brasada Ranch Appearance Standards</i> and <i>BCC Uniform Guidelines</i> Ensure all golf operations staff operate in a safe and productive manner, following all OSHA, MSDS, lockout-tag out and blood borne pathogen protocols
OPTIMIZING FINANCIAL PERFORMANCE	15%	<ul style="list-style-type: none"> Work with Director of Finance (DOF) to produce a zero-based, day-by-day, Annual Operating Plan based on potential, history and trends Provide accurate monthly and BOY forecast of revenues and expenses on a timely basis Work side-by-side with the BCC team to manage labor and purchasing decisions to meet margin and flow-through expectations Use the Northview Schedule Optimizer, RealView FRS, checkbook accounting, inventory management and other financial tools to manage financial performance Ensure BCC's compliance with all accounting standards, audit requirements, club billing, HOA accounting, cash handling and cashiering functions Communicate monthly results and educate the team to develop the team's financial acumen and improve results Assist in the development of short and long range plans for improvements to the BCC facilities and the golf course
LEADERSHIP	20%	<ul style="list-style-type: none"> Actively engage Associates; demonstrate NVHG's Guiding Principles and foster an environment of open and direct communication --- represent Northview Hotel Group Use roundtables, climate surveys, and routine interactions to obtain feedback to improve the Associate work environment Use NVHG's behavioral selection process to ensure every associate is the "right fit" and value high-culture candidates who are quick to learn and grow Utilize NVHG's Results-Culture Performance Management system and provide annual performance reviews to all Associates Use the True North Objective system to set/manage priorities, creating a climate of continuous improvement, for self and the golf operations leadership team Encourage Associates to cross-train in a number of Brasada Experiences to help improve staffing flexibility and fulfill our full-employment pledge Encourage and support Associate events and celebrations Lead a balanced work and home life



ASSISTANT GOLF PROFESSIONAL

PurView

Range of authority, competence,
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The Assistant Golf Professional works in concert with the Director of Golf and is responsible for the effective leadership and management of the Brasada Canyons Club golf operations including: the sales and promotion of Brasada Canyons golf, retail, food & beverage and instruction; all aspects (with the exception of the course) of the BCC Experience Path ensuring 100% Club Member/Lodging Guest Satisfaction and instilling a systemic service culture; the maintenance/upkeep of the cart fleet and facilities; utilizing NVHG's Schedule Optimization tools to schedule the Golf Shop and outside service teams, assisting with forecasts, inventories, and managing financial performance; and establishing an Associate environment that positions BCC as the employer-of-choice in the region fostering growth and development.

The Assistant Golf Professional is an expert player of the game, plays with Club Members/Lodging Guests, and is most often found engaging Club Members/Lodging Guests/Associates at the front drive, staging areas, Golf Shop and practice facilities.

COMPETENCY	%	TASKS, DUTIES AND RESPONSIBILITIES
SYSTEMIC SERVICE CULTURE	50%	<ul style="list-style-type: none"> Personally work the arrival, outside service, staging areas and practice facilities, model the Brasada Ranch Service Standards and promote our "ThinkAhead Service Strategy." Establish, implement & expect a level of service that supports Brasada's vision of being the finest destination resort in the Northwest. Embrace, train, uphold and reward the key service behaviors and key TouchPoints for each Sequence of Service that defines the BCC Experience Path. Use Club Member/Lodging Guest and Associate feedback to track customer dissatisfiers, collaborate to find root causes and execute improvement plans to eliminate or reduce problem occurrence. Recognize and celebrate outstanding examples of, above and beyond, service behaviors that helped provide lasting, memorable experiences for our guests Use pre-shift and departmental meetings to role play appropriate service behaviors Effective use of the Northview Schedule Optimizer to ensure the right people are in the right place at the right time Interpret and enforce the rules of golf, enforce club policies, rules and regulations, maintain handicaps and other records relating to Club Member/Lodging Guest rounds Make Associates available to other departments when needed
SALES & PROMOTION	15%	<ul style="list-style-type: none"> Leads an effective sales campaign directed at regional private, semi-private, and daily fee clubs with the objective of booking club group business Coordinates with the Director of Sales and Director of Revenue on group proposals, rate positioning and promotions/packages Organizes and conducts tournaments for groups, Club Members, and Lodging Guests Coordinates BCC's involvement in on-property activities, family functions and special events in support of Brasada's "Ranch Life" Represents BCC in area professional events, PGA meetings, merchandise shows and select state and national opportunities Establishes relationships with key golf wholesalers and ensures wholesale customers have a memorable BCC experience Assists with the ongoing development, maintenance, and social media aspects of the BCC micro-site



ASSISTANT GOLF PROFESSIONAL

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COMPETENCY	%	TASKS, DUTIES AND RESPONSIBILITIES
SETTING THE STAGE (Logistics)	10%	<ul style="list-style-type: none"> Constantly view the property from the guests' perspective and ensures the environment (i.e., lighting, landscaping, music, aromas, programming, equipment sets, cart staging) meets and exceed standards Ensure that the Cart Fleet is impeccably clean and well maintained Work with Director of Golf on supply inventories, retail and equipment buying, receiving processes and storeroom organization Ensure utilization of NVHG daily shift/inspection checklists Ensure all associates are in compliance with the <i>Brasada Ranch Appearance Standards</i> and <i>BCC Uniform Guidelines</i> Ensure all golf operations staff operate in a safe and productive manner, following all OSHA, MSDS, lockout-tag out and blood borne pathogen protocols
OPTIMIZING FINANCIAL PERFORMANCE	10%	<ul style="list-style-type: none"> Work with Director of Golf to provide accurate monthly and BOY forecast of revenues and expenses on a timely basis Work side-by-side with the BCC team to manage labor and purchasing decisions to meet margin and flow-through expectations Use the Northview Schedule Optimizer, RealView FRS, checkbook accounting, inventory management and other financial tools to manage financial performance Ensure BCC's compliance with all accounting standards, audit requirements, club billing, cash handling and cashiering functions Assist in the development of short and long range plans for improvements to the BCC facilities and the golf course
LEADERSHIP	15%	<ul style="list-style-type: none"> Actively engage Associates; demonstrate NVHG's Guiding Principles and foster an environment of open and direct communication --- represent Northview Hotel Group Use roundtables, climate surveys, and routine interactions to obtain feedback to improve the Associate work environment Use NVHG's behavioral selection process to ensure every associate is the "right fit" and value high-culture candidates who are quick to learn and grow Utilize NVHG's Results-Culture Performance Management system and provide annual performance reviews to all Associates Use the True North Objective system to set/manage priorities, creating a climate of continuous improvement, for self and the golf operations leadership team Encourage Associates to cross-train in a number of Brasada Experiences to help improve staffing flexibility and fulfill our full-employment pledge Encourage and support Associate events and celebrations Lead a balanced work and home life



GREENS SUPERINTENDENT

PurView

Range of authority, competence,
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The Greens Superintendent is responsible for the overall maintenance, upkeep and environmental management of the Brasada Canyons Club golf course, practice facilities, paths, walkways, facilities and equipment (cart fleet, landscaping equipment). The Superintendent leads a team of groundskeepers, maintenance engineers, and house attendants; outlining and executing a well coordinated and efficient plan for routine maintenance, preventive maintenance, quick-call response, and improvement projects; coordinates third-party maintenance work, and develops capital improvement and preservation plans. The Greens Superintendent oversees critical aspects of the BCC Experience Path focused on the golf course, practice facilities and staging areas. Fiscal accountability includes the preparation of Annual Operating Plans, budgets, forecasts and managing financial performance. The Greens Superintendent will work closely with the BCC leadership team to establish an Associate environment that positions BCC as the employer-of-choice in the region fostering growth and development.

In addition, the Greens Superintendent oversees the community landscaping operation for the Brasada Homeowners Association, including all common areas and landscaping services for the Cabins.

The Greens Superintendent is an expert in agronomy and seeks continuing education opportunities and participates in regional/national associations --- and is an active member of Brasada's sustainable resource team and assists with our farm-to-table growing initiatives.

COMPETENCY	%	TASKS, DUTIES AND RESPONSIBILITIES
GOLF COURSE & COMMUNITY MAINTENANCE	50%	<ul style="list-style-type: none"> Establish, implement & expect a level of maintenance and service that supports Brasada's vision of being the finest destination resort in the Northwest. Ensure that the golf course and practice facilities are at the Brasada Canyons readiness level every day. Ensures that greens are mown, pins are placed according to the scheduled rotation and bunkers are raked every day --- greenside bunkers hand raked Tees are set to the scheduled rotation and path markers are place appropriately Follow weekly, monthly and annual maintenance schedule for greens, fairways, teeing areas, rough, and bunker grasses Effective management of the irrigation system and watering schedules to optimize turf conditions while attaining conservation targets Ensure supplies and necessary resources are in place to support scheduled work Use scheduled/preventive and routine maintenance to extend the useful life of equipment, f.f.&e, and physical structures Maintain the Homeowners' Association areas to the agreed upon standards and keep the costs within the annual association budget Coordinate and implement annual flower planting rotations for the golf course, facilities, Homeowner's Association areas, and Cabins Make the necessary seasonal adjustments to equipment maintenance and storage
SYSTEMIC SERVICE CULTURE	20%	<ul style="list-style-type: none"> Establish, implement & expect a level of service that supports Brasada's vision of being the finest destination resort in the Northwest. Model the <i>Brasada Ranch Service Standards</i> Ensure that groundskeeping/maintenance staff greet everyone they meet, silence and/or redirect equipment when guests approach, and are well informed Recognize and celebrate outstanding examples of, above and beyond, service behaviors that helped provide lasting, memorable experiences for our guests Make Associates available to other departments when needed



GREENS SUPERINTENDENT

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COMPETENCY	%	TASKS, DUTIES AND RESPONSIBILITIES
SETTING THE STAGE (Logistics)	10%	<ul style="list-style-type: none"> Constantly view the property from the guests' perspective and ensures the environment (i.e., lighting, landscaping, music, aromas, programming, equipment sets, cart staging) meets and exceed standards Ensure utilization of NVHG daily/shift checklists Ensure all associates are in compliance with the <i>Brasada Ranch Appearance Standards</i> and <i>BCC Uniform Guidelines</i> Ensure all golf maintenance staff operate in a safe and productive manner, following all OSHA, MSDS, lockout-tag out and blood borne pathogen protocols
OPTIMIZING FINANCIAL PERFORMANCE	10%	<ul style="list-style-type: none"> Work with Director of Golf to provide accurate monthly and BOY forecast of expenses on a timely basis Work side-by-side with the BCC leadership team to manage labor and purchasing decisions to meet margin and flow-through expectations Use the Northview Schedule Optimizer, RealView FRS, checkbook accounting, inventory management and other financial tools to manage financial performance Work with the Homeowners' Association Manager and Director of Finance to produce a zero-based, Annual Operating Plan for the maintenance of the community common areas, snow removal, and Cabin landscaping operations. Analyze quarterly performance Assist in the development of short and long range capital plans for improvements to the BCC facilities and the golf course
LEADERSHIP	10%	<ul style="list-style-type: none"> Actively engage Associates; demonstrate NVHG's Guiding Principles and foster an environment of open and direct communication --- represent Northview Hotel Group Use roundtables, climate surveys, and routine interactions to obtain feedback to improve the Associate work environment Use NVHG's behavioral selection process to ensure every associate is the "right fit" and value high-culture candidates who are quick to learn and grow Utilize NVHG's Results-Culture Performance Management system and provide annual performance reviews to all Associates Use the True North Objective system to set/manage priorities, creating a climate of continuous improvement, for self and the golf operations leadership team Encourage Associates to cross-train in a number of Brasada Experiences to help improve staffing flexibility and fulfill our full-employment pledge Encourage and support Associate events and celebrations Lead a balanced work and home life