

Ocean Edge Resort and Golf Club - Golf Operations Outside Services

HOST INFORMATION

Company Description:

Ocean Edge Resort & Golf Club isn't just a place to work—it's a place to grow, explore, and make lifelong memories on the iconic shores of Cape Cod. Our historic Mansion, award-winning accommodations, and vibrant resort community create the perfect environment for cultural exchange students seeking both professional experience and a true New England adventure.

About the Resort

Located in Brewster, Massachusetts, Ocean Edge is celebrated as one of the "Best Resorts in Massachusetts" and a top-ranked destination for travelers from around the world. Guests choose us for our beautiful beaches, bike paths, pools, tennis courts, restaurants, golf, and unforgettable culinary experiences—and you'll be right in the center of it all.

What You'll Experience

At Ocean Edge, you'll join a friendly, supportive, international team of hospitality professionals. We're a resort that values teamwork, cultural exchange, personal growth, and fun. You'll learn real skills, meet people from many nations, and immerse yourself in a dynamic, fast-paced environment where every day is different.

Our Promise to You

Your experience at Ocean Edge will be more than just a job. You'll become part of a community that values diversity, curiosity, and connection. We take pride in helping our students feel at home, discover new opportunities, and develop skills they can take anywhere in the world.

Host Website: <https://www.oceanedge.com/>

Site of Activity: Ocean Edge Resort and Golf Club

Parent Account Name: Ocean Edge Resort and Golf Club

Host Address: 2907 Main Street Brewster, Massachusetts, 02631

Nearest Major City: Boston, Massachusetts, Over 50 miles away

PLACEMENT INFORMATION

Job Description:

Position Summary:

Golf Outside Services Attendants are enthusiastic, outgoing, and customer service oriented. He/She is responsible for ensuring that our Members and Guests are made to feel welcomed and have an outstanding experience.

Essential Functions:

Anticipate guests' needs - offer services and assistance before being asked. Respond promptly and acknowledge all guests.

Ensure equipment (including golf carts and rental clubs) and work areas are cleaned and maintained to a high standard and is in good, safe, working condition.

Perform assigned duties with attention to detail, speed, accuracy, followthrough, courtesy, cooperativeness and work with a minimum of supervision

Ability to exert physical effort in transporting/handling equipment and supplies.

Ability to work cohesively with co-workers and other departments as part of a team.

Maintain complete knowledge of:

All membership types and their amenities including guest passes and beach passes.

Daily hotel guest list and VIPs in-house.

Scheduled group activities and location within hotel.

All hotel facilities and services.

Hours of operation of each outlet.

All equipment and services available for guests.

Proper use of respective tools, equipment and supplies in the job functions.

Complete all opening and closing duties including appropriate paperwork as assigned following department procedures.

Exhibit a friendly, helpful and courteous manner when dealing with guests and fellow employees.

Requisite Skills and Qualifications:

Energetic and personable, our Golf Outside Services Attendants must have excellent customer service skills. This position requires that you are professional, attentive, and friendly – ensuring that our guests and members have a memorable experience.

Be upbeat and friendly, have fun doing what you do; Use interpersonal and customer service skills to anticipate guests' every need.

Verbal communication skills – English language.

Ability to work well with the general public.

Ability to work well under pressure.

Experience working with the public in a guests service setting is preferred

Physical Requirements:

Ability to lift up to twenty-five (25) pounds

Ability to stand throughout shift

Bend, lift, kneel, squat, push, pull, walk up and down stairs.

Working Environment:

May be exposed to a variety of weather conditions including rain, wind, sun, and humidity.

Extended periods of time spent in direct sun

Typical Schedule:

Golf is open every day 6am-sunset. Shifts are usually approximately 7 hour shifts.

Seasonal changes to job duties or available hours: Yes

the time of the sunset and weather can affect the hours during the season

Drug Test required: Yes

COMPENSATION

Hourly Wage: \$15

Eligible for Tips: No

Estimated weekly wages including tips: \$525

Bonus: No

* All figures above are pre-tax

Estimated average number of hours per week: 32

Estimated minimum number of hours per week: 32

Estimated maximum number of hours per week: 40

Potential fluctuation in hours per week:

Weather affects the business levels of the golf course. Some days there are golf tournaments which increases the need for Outside service attendants.

Average number of hours per week reached by last year's seasonal employees: 32

Overtime Policy:

Yes, paid after 40 hours

Job-Specific Benefits:

50% off meals while working when ordered as a take away meal and eaten during break period from restaurant outlets. Must be ordered during non peak times.

JOB REQUIREMENTS

English Level required:

Upper-Intermediate

Required to be 21+: No

Previous Experience required: No

Qualifications & Conditions

Lifting

Lifting requirement: 50lbs/22kgs

Description:

Outside service attendants will be assisting members with their golf bags. Also cleaning the golf carts daily.

*Standing for entire shift
Working outdoors
Working under direct sunlight*

Job Training required: Yes

*Length of job training:
5 hours*

Hours per week during training period: 5

Different wage during training period: No

Start on specific day of the week: Yes

Monday

Training requirements:

Need to wear uniform: Yes

Uniform Policy:

Ocean Edge provides the uniform. Team members are expected to provide their own solid color black non slip closed toe shoes.

Cost of uniform: \$0

Uniform laundry: Participant responsibility

Dress Code: Yes

Description:

Uniform is provided. No visible tattoos. Name tag is expected to be worn at all times as part of the uniform. No facial piercings permitted. Facial hair is to be neat and trim at all times.

CULTURAL OPPORTUNITIES

Types of Cultural Opportunities:

Company Parties, Holiday Events

Additional Details about Cultural Offerings:

Ocean Edge promotes the importance of the cultural exchange program by hosting monthly Team Member events such as 4th of July barbecue, celebrate Thanksgiving in August, American movie night, local baseball game in Brewster, etc.

Local Cultural Offering:

Brewster museum of natural history is down the street

State park is nearby

Cape Cod baseball league, and there is a Ocean Edge night

HOUSING AND TRANSPORTATION

Housing Provided: Conditional. Housing is provided based on arrival dates or other factors.

Employer-owned or employer-arranged housing description:

Housing is provided based on arrival dates. The housing is shared rooms with shared bathroom and a shared kitchen. Each room has a

shared refrigerator and microwave . There is air conditioning in each room. Rent is to be paid in advance of the month of stay. There is housing in Brewster, Harwich Port, and Yarmouth. We do provide complimentary employee shuttle to take the team back and forth to the resort for their shifts. The shuttles do not make additional stops and are to only provide transportation to the team members for work. The housing has coin operated laundry machines.

Lease Agreement: Yes

Onsite Amenities:

WiFi: Yes

Description:

There is complimentary WiFi provided in the housing.

Phone Service: No

Description:

The students may bring their own cell phones and buy a sim card. The resort has landlines the student may use in case of an emergency.

Kitchen facilities: Yes

Description:

Depending on which location the student is placed in, there is access to 1 or more kitchens for their use.

Laundry facilities: Yes

Description:

Coin operated laundry machines are available at each housing location.

Occupancy Requirements for Provided Housing:

Minimum Occupancy Per Room: 2

Maximum Occupancy Per Room: 6

Suggested Occupancy Per Room: 2 - 6

Rooming Arrangement Description:

Housing requests can be made and we will try to accommodate those requests as best we can but it is not guaranteed. Co-ed rooms are only available at the Harwich Port location. Co-ed rooms are not possible at the Brewster or Yarmouth locations.

Provided Housing Cost:

Required to Pay for Provided Housing: Yes

Cost per Week: \$175

Housing Cost Deducted from Paychecks: No

Description:

Students can pay in cash or charge in the accounting dept.

Utilities Costs: No

Housing Deposit: No

Transportation to Worksite:

Walking Commute Time

Estimated commute time: 15 to 30 minutes

Description: Brewster housing is within walking distance of the resort.

Biking

Estimated commute time: 15 to 30 minutes

Bicycles are provided free of charge: No

Bicycles are not provided: Yes

Bicycles are available to rent: No

Estimated cost: \$

Description: Brewster housing is located on the resort.

Employer-Provided Transportation

Estimated commute time: 30 to 45 minutes

Estimated cost: \$0

Description: Shuttle is provided for Harwich Port and Yarmouth housing

Local Bus, Subway or Train

Estimated commute time: 15 to 30 minutes

Estimated cost: \$2

Total: No Per Day: Yes

Description: There is a public bus that runs along the Route 6 in front of the resort.

ARRIVAL INFORMATION

Arrival Instructions:

When you arrive to Boston you can reach the resort two ways:

1. Catch the Plymouth & Brockton bus from Logan Airport to the Hyannis Transportation Center.

<https://www.p-b.com/bus-routes/hyannis-to-logan-bus/>

The buses run about every hour or so from the airport to the Cape. The bus runs right outside of baggage claim. The bus tickets must be purchased ahead of time through their website. A one way ticket to Hyannis is about \$40. The website also shows the bus schedule. The last bus for the evening departs at 11:30pm. Then you will get an Uber/Lyft/Taxi from Hyannis to the housing. An uber should cost about \$50.

2. Uber directly from Boston Logan Airport to the housing. An Uber from Logan should cost about \$150-\$200 depending on time of day.

Suggested Arrival Airport:

Boston Logan Int'l Airport, BOS, Over 50 miles

Estimated cost of transportation to worksite from suggested airports: \$100 to \$150

If arriving after regular hours:

Suggested After-Hours Accommodation:

Marriott Courtyard Boston Logan

225 William F. McClellan Highway

Boston, Massachusetts 02128

www.marriott.com

1 617-569-5250

More than \$200

TRAINING AND ONBOARDING

Pre-Arrival Onboarding: Yes

You will receive an email detailing the instructions for how to log into our HRIS system to complete your online onboarding checklist.

All uniforms will be provided by your department after the HR orientation.

All team members need to wear their own non slip, solid colored, closed toe shoes for work.

If you are staying in our housing, you will be expected to pay rent in the accounting office for at least the first 2 weeks of your stay. Rent is not deducted from the paychecks.

Social Security Number:

Require participants to apply for SSN before arrival at worksite: No

Details about how to apply for Social Security Number:

The social security admin has an online application on their website: <https://secure.ssa.gov/ossnap/public/landingOSsnap> You can fill out the application and then make an appointment to visit the office in Hyannis in person with the correct documents to complete the process.

Nearest SSA Office: Hyannis, Massachusetts, Less than 25 miles

Other:

Wage Payment Schedule:

Pay periods are 2 weeks. Payday is every other Friday. We offer the option to have your paycheck directly deposited in your bank or a paper check will be available for pick up in the HR office.

Meal Plan: Not available

Provide Certificates/Performance Evaluations: No

Hire in Groups: Yes

Maximum Group Size:

Grooming Requirements:

All visible tattoos must be covered. Facial hair must be kept neat and trim. No visible piercings permitted with exception of 1 ear piercing per ear on female team members. Uniform is to be kept clean and neat. Name tag is to be worn at all times while working.

Second Job Availability: Yes, likely

Applicable Company Policies:

NO cell phone usage while working. There are designated smoking areas that are to be used while on a break period only.

COMMUNITY AMENITIES

Walking Distance from Worksite:

Post Office, Bank, Restaurants, Public Library

In Town, Requires Transportation:

Food Market, Shopping Mall, Fitness Center

Unavailable:

Internet Cafe

