

JOB DESCRIPTION

JOB TITLE: Golf Shop Personnel **DEPARTMENT:** Golf
SUPERVISOR: Assistant Manager **EMPLOYMENT:** As Needed

JOB SUMMARY:

Primary responsibility falls on service to customers and cash handling and recording. Lastly, the golf-shop sales associate performs routine manual labor involved in golf sales management; computerized sales duties while providing other professional services to ensure an exceptional golf experience.

DUTIES AND RESPONSIBILITIES:

1. This position will meet and greet all customers in a warm, friendly and professional manner in accordance with all facility policies and procedures.
2. Primary responsibility is to register golfers at the counter and move them to the outside personnel in the most friendly, and expedient manner available.
3. Taking tee times is our lifeblood. Phone answering skills are paramount as is directing golfers to times that may otherwise not have suited them. Please do not let a prospective golfer hang up without first trying everything possible to accommodate their request.
4. Attention to detail is very important. Proper cash management and tee time scheduling allows efficient and accurate reporting.
5. This position is responsible to handle all minor inquires and problems/complaints from customers.
6. This position will refer all major problems/complaints to General Manager and/or Assistants.
7. This position will carry out all cash management policies and procedures as set forth.
8. This position will be responsible for the rental equipment for range and golf use according to the policies and procedures established by management.
9. This position will help keep all working areas attractive, neat and clean performing general cleaning ie: vacuuming, dusting etc to assist in that regard.
10. This position will be responsible for bank each shift. Follow procedures for proper opening and closing.

11. This position will be responsible for tracking and reporting the need for supplies necessary for day to day operations of their given areas.
12. This position will answer phones in an expedient manner. Never allow the phone to ring more than 3 times. If a guest is before you, excuse yourself and place the caller on hold. (always ask to place on hold).
13. This position will assist in all tournament set up.
14. This position will assist in the stocking and management of golf shop inventory.
15. Understand and enforce policies and procedures of the golf operation.
16. This position will help in areas all needed when called upon.
17. This position will be punctual and reliable.
18. This position will perform other duties as required.

SKILLS & ATTRIBUTES:

- Excellent oral communication skills.
- Ability to perform a wide variety of tasks during busy, sometimes stressful times, flexible hours with a positive, enthusiastic outlook.
- Extrovert.
- Standing or walking for long periods of time may be required.
- Position requires full attendance of scheduled hours on an on-going basis.
- Excellent stamina of extreme stress and physical exertion are absolutely required for this position.

QUALIFICATIONS:

Minimum Requirements:

- One to Two years experience in customer service driven position

Preferred Requirements:

- High School Diploma or Equivalent
- One to Two years experience in golf shop trained in a customer first philosophy
- One year Computer experience

OTHER CONDITIONS:

It must be recognized that all specific duties cannot be listed and that responsibilities will change accordingly as the need arises. The Inside Golf Service Associate will be responsible for accomplishing unforeseen tasks that relate to assigned functions. As conditions warrant, this job descriptions shall be amended from time to time. Some heavy lifting is required. Flexible hours.

COMPENSATION :

- Hourly position, seasonal
- \$7.00 - \$9.00
- Golf privileges