Job Description: Pro Shop Attendant

SUMMARY

Members of the Pro Shop Team are responsible for ensuring exceptional, first-class service for our guests. Pro Shop Team Members must give a positive first impression of the golf course as well as contribute to maintaining a functional course through guest assistance, consultative selling, accurate register management, and other appointed tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greets guests, provides prompt, courteous, and friendly customer services.
- Manages reservation system, checks guests in, collects fees, and assigns tee times; informs players of course rules and regulations.
- Stocks merchandise, maintains inventory records, and accurately reconciles cash register sales with daily sales reports.
- Maintain inventory, prepare, and stock food options. Keeps food preparation areas clean and upholds food preparation safety requirements.
- Keeps updated on and provides information on upcoming tournaments and events.
- Assists in coordinating and aiding in department tournaments and events.
- Maintains golf knowledge and works to stay competent in all areas of the game.
- Assists guests with all their needs while in the pro shop; Ensures inquiries and requests are met efficiently and professionally; Ensures complaints are dealt with in a pleasant manner and recorded for Golf Professional.
- Maintains the pro shop environment by keeping the shop neat and orderly by general housekeeping duties; maintains, cleans, and straightens merchandise displays, cleans facility.
- Works with Golf Professional to ensure proper rotation of inventory and display.
- Record and document any safety hazards or other important situations immediately to supervisor.
- Accepts orders/shipments and stocks shelves/racks. Advises supervisor of receipt of items and inventory levels as needed.
- Answers phones, direct calls, and answer customer questions professionally.
- Follows procedures for proper opening and closing of pro shop.
- Maintains positive professional and effective working relationships by providing exceptional customer service.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, holidays or weekends as needed.
- Performs all work duties and activities in accordance with Township policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

QUALIFICATIONS, EDUCATION AND/OR EXPERIENCE

- Ability to work well under pressure and balance multiple priorities and assignments.
- Must be highly service focused with a desire to engage with guests.
- Demonstrated initiative – ability to think, work, and make decisions to solve guest concerns based on sound judgment.

- Must be comfortable working in a fast-paced environment where continuous improvement is expected.
- Must be able to consistently achieve high work standards, attention to detail, accuracy, and timeliness a must.
- High school diploma or G.E.D. or two years' experience in a similar customer service environment.
- Ability to respond to common inquiries or complaints from guests, team members, or supervisory personnel.
- Ability to define problems and develop a course of action.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Lift, reach, bend, twist, push, pull, squat, grasp and use arm-hand coordination on a consistent basis.
- Ability to lift 50 pounds occasionally.
- Be able to work weekends and holidays, mornings, and evenings as business demands.
- Must be able to stand for up to four hours.

COMPENSATION

- $15 to $17 per hour
- Staff Uniform
- Free golf
- Clubhouse Discounts