

Property:	Colwood Golf Center
Staffer Name:	
Department:	PROSHP
Reports to:	
Direct Reports:	None
Position Status:	Part-time, Seasonal, Hourly, Non-Exempt

Job Description

Position Summary

Responsible for selling golf shop merchandise to customers, handling cash and credit transactions, answering phones, interacting with patrons, providing information, and handling requests and complaints with a positive attitude and in a friendly, professional manner. Assists with inventory control, maintains the cleanliness of the golf shop, and ensures the merchandise displays are properly stocked and organized.

Essential Duties and Responsibilities

- Be fully knowledgeable of golf shop merchandise. Sell merchandise and/or provide suggestions to patrons as appropriate to meet their needs. Assist customers with special merchandise orders.
- Collect money or process credit cards, record sales transactions, and issue receipts for all merchandise sales, greens fees, cart/pull cart rental fees, and club rental fees.
- Answer phones, maintain a pleasant and professional telephone manner at all times. Schedule tee times and handle customer inquiries and/or complaints in accordance with operating policies and procedures. Take messages for patrons who may be on course.
- Interact with pass-holders, members, and guests in a congenial and professional manner. Assist patrons with information regarding tournaments, special events, club activities, policies, etc.
- Assist in packing and/or unpacking inventory, arranging and displaying golf shop inventory. Assist with the physical inventory at month end in accordance with inventory procedures.
- Ensure that the golf shop is maintained per Company cleanliness and appearance standards. Maintain clean, presentable, and fully stocked merchandise displays.
- Assist with organizing and implementing tournaments, group outings, and special events. Ensure efficient operation and coordination of golf shop, cart service, and other services as applicable.
- Assist with organizing and maintaining ancillary services such as the handicapping system, membership programs, and driving range facilities.
- Perform other duties as appropriate.

When assigned, perform outside services duties:

- Bring carts from cart shelter to cart staging area. Ensure that carts are clean, operating properly, and are properly equipped with pencils, scorecards, tees, and any other required materials. Report any repair problems to the supervisor. Carts that are not operating properly must immediately be taken aside and tagged.
- Perform valet duties in the bag drop area when appropriate, including greeting and interacting with members/guests, transporting golf bags, and providing information, directions and/or assistance as

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needed.

- Greet golfers returning from the course, unload golf clubs from carts if appropriate.
- Return golf cars to the cart storage area. Remove towels, pencils, scorecards, tees, trash, etc., from carts and save reusable items. Wash the cart thoroughly, park the cart and connect charger cable.
- Perform practice range duties including transporting range balls, cleaning and maintaining the tee area, removing trash from receptacles, refilling water jugs, operating the ball picker on the range, washing range balls, etc.
- Perform numerous janitorial duties around the facility as instructed, including but not limited to, pressure washing, cleaning work areas, cleaning restrooms, upkeep in the parking lot and other areas of the facility, emptying trash and recycling, and general upkeep of the clubhouse, cart barn and driving range areas.
- Perform other duties as appropriate.

Education/Qualifications/Certifications

- High school preferred.
- 1year experience in golf shop and/or customer service/retail sales environment preferred.
- Demonstrated quality written, verbal, and interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.
- Positive attitude, professional manner, and appearance in all situations.

Position Physical Requirements

Must have the ability to:

- Read and write (English)
- Communicate verbally with staff members and/or customers with or without the use of two-way radios.
- Give and/or follow verbal and written instructions
- Visually inspect all work areas, golf course, and grounds
- See players on the golf course, and to follow the flight of golf balls
- Perform mathematical calculations involving fractions, decimals, and percentages
- Stand, sit, walk, push, pull, lift, grasp, bend and kneel for up to 5 hours at a time
- Lift up to 50 lbs occasionally, 30 lbs frequently, and 10 lbs constantly

Supervises

None

Working Conditions

Work hours may include days and evenings on weekdays and weekends. Subject to inside and outside environmental conditions. May be exposed to inclement weather, potentially dangerous chemicals, solvents, pesticides, herbicides, and fertilizers, misdirected golf balls, sharp and rapid equipment movement on a daily basis. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed.

Machine/Equipment/Tools Used

General office machines such as personal computers, printers, copiers, fax machines, calculators, telephones, etc. VDT glare screen and wrist rest.

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Golf Shop Assistant

Position Description Acknowledgement

I have read and understand all of the above. I have reviewed the essential functions and responsibilities for which I am responsible as well as the working conditions and physical requirements. I understand this document does not create an employment contract, and that I am employed by the Company on an "At Will" basis. I further understand that this position description supersedes any and all prior descriptions issued.

Staff Member _____ Date _____

Supervisor _____ Date _____

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