

Pro Shop Staff

SCOPE AND GENERAL PURPOSE OF THE JOB:

To ensure the smooth and efficient operation of the Pro Shop, we expect each employee to exceed our guests' expectations and strive to achieve the maximum employment satisfaction while adhering to the Standards, Policies and Procedure, and the expectations of Riverview Golf Club.

Our goal is to create an environment where every guest that visits will have an exceptional golf experience. The Pro Shop Attendant is responsible for the guest's satisfaction while he/she is in the pro shop.

The highest level of professionalism is expected from our Pro Shop attendants.

GENERAL DUTIES include, but are not limited to:

- Follow all the employment policies and procedures outline by the Board of Directors
- Take Tee time reservations - and ensure every golfers name in on the tee sheet
- Check-in golfers and collect all applicable fees and remind every to golfer of at least one of following in a polite manner; fill divots; fix ball marks; and keep carts a minimum of 30 yards from greens, tees, and hazards.
- Answer phones, direct calls, and answer customer questions professionally
- Sell products in the Pro Shop and ensure every transaction has a customer name tagged to in in Chronogolf
- Rent equipment as required by customers – Power carts, pull carts, Rental clubs
- Clean all rental equipment when returned and report any damage to the Manager
- Create a professional and friendly environment in the Pro Shop at all times
- Ensure proper rotation of inventory and displays, ensure inventory levels are accurate in the computer system and report any discrepancy to the Manager
- Communicate with the Grounds superintendent if weather delays exist before golfers tee off in the morning
- Assist other team member duties as deemed necessary.

- Assist with general office work as required and assigned
- Maintain a clean, tidy, safe and organized work environment at all times
 - Rental Clubs are stored neatly
 - Golf club repair room is maintained in a tidy fashion
 - Countertops, keyboards, phones, floors, etc, are to be cleaned and/or sanitized daily
- Ensure that every guest/member is greeted immediately upon entering the Pro Shop and address them by their name whenever possible
- Ensure that our guests are assisted with all their needs while in the Pro Shop
- Ensure that our guests meet the proper dress code
- Ensure that all inquiries and requests are met efficiently and professionally
- Ensure that complaints are dealt with in a pleasant manner and recorded or directed to the Manager
- Record and document any safety hazards or other important situations and report them to the Manager
- Be proactive, anticipate problems or situations that may become a problem in the Pro Shop and take action before they become a problem
- Use the guidance of the Manager to help you succeed and do not hesitate to ask questions.
- Attend all meetings

Position: Pro Shop Attendant

Status: Seasonal (Full-time and Part-time positions available)

Duration: April -October (Weather dependent)

Remuneration: \$15.50 per hour (or as determined by Manager)

Job Description:

The Pro Shop attendant will be responsible for but not limited to taking tee time reservations, checking in golfers, answering phones, and providing sales service. The key role of the Pro Shop attendant is to ensure that the guest achieves maximal satisfaction from their Pro Shop experience.

QUALIFICATIONS:

- Experience in sporting goods sales or apparel sale's is an asset.
- Experience with computers and cash/credit transactions.
- Good knowledge of the game of golf or a willingness to learn
- Strong verbal and written communications skills.

ACADEMIC REQUIREMENTS:

- High school diploma or equivalent.

ADDITIONAL REQUIREMENTS:

- Ability to perform in a strong team environment.
- Customer service oriented.
- Dedicated, motivated, and enthusiastic.
- Punctual, Reliable, Courteous and Friendly

BENEFITS: Golfing privileges

Riverview Golf Club