

Golf Pro Shop Assistant

SUMMARY: The primary function of the Golf Shop Assistant is providing first contact customer interaction including opening and closing of Pro Shop, booking tee times, checking in golfers through the Point of Sale, selling merchandise, cleaning and stocking the Pro Shop, and assisting in ordering supplies. The Golf Shop Assistant will also be assigned specific, often varying tasks on a day-to-day basis by the Director and Pro Shop Manager. The Golf Shop Assistant should also be able to adapt to meet changing demands and requirements while in the workplace.

ESSENTIAL FUNCTIONS:

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but not limited to the following:

- Greets guests, provide prompt, courteous and friendly customer service
- Manages reservation system, checks in guests, collects fees, and assigns tee times
- Informs players of course rules and regulations
- Sales merchandise, maintain inventory records, and accurately reconciles cash register sales with daily sales reports
- Assists in coordinating and providing assistance in tournaments and events
- 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 reported to Manager
- Maintains the pro shop environment by keeping the shop neat and orderly by general housekeeping duties
- Accepts orders/shipments and stocks shelves/racks
- Answers phones, direct calls, and answer customer questions professionally
- Assists in the cart fleet in making sure they are clean and available to services
- Regular attendance is an essential function of this job to ensure continuity
- May be required to work early mornings, evenings, holidays and weekends as needed
- Performs all work duties and activities in accordance with City policies and procedures, follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions

MINIMUM QUALIFICATIONS:

Education, Training, and Experience Guidelines:

High School Diploma or GED equivalent

Knowledge: Basic knowledge of fundamentals of the game of golf including a basic knowledge of rules, regulations, player responsibilities; Recordkeeping practices and procedures; Cash handling procedures; Basic knowledge of mathematics; Standard office practices and procedures; English spelling, grammar, and punctuation; Basic knowledge of computers and information systems.

Possess Skills in: Dealing tactfully and courteously with customers and providing positive and friendly customer service; Skill in the operation and care of standard office equipment; Provide positive and professional customer service.

LICENSE AND CERTIFICATION REQUIREMENTS:

Possession of a valid, unrestricted, Mississippi driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a variety of environmental conditions, both indoors and out, with possible exposure to temperature variations, noise, vibrations, fumes, odors, and dust. Physical demands may require bending, stooping, and frequently lifting moderately to heavy objects. Incumbent may have some exposure to possible hazardous chemicals. Incumbent must be able to see and hear in the normal range with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must be willing to work a possible irregular schedule, which may include weekends, holiday, evenings, and/or varying shifts.