



PRO SHOP SERVICE STAFF

JOB DESCRIPTION

Reports to: Senior Pro Shop Staff & Club Director

Work Environment: to ensure the success of the entire golf operations, Pro Shop Services Staff should be able to work well individually and as a team player.

Job Summary: Pro Shop Services staff are responsible for the following, but not limited to:

- Responsible for providing cashier services, retail support, and merchandising sales
- Working alongside the Outdoor Golf Services staff each and every shift making sure their job is being completed properly
- Have the ability to work independently on assigned tasks and work alongside others
- Opens and closes the Pro Shop
- Assists with maintaining the cleanliness and organization of the Pro Shop and storage areas.
- Manages internet based tee sheet to handle bookings by telephone and/or in person
- Must attend training sessions to understand complicated aspects of the operation
- Provides cashier services for retail sales and collection of green fees
- Assists with tournament preparation and activities
- Assist with the execution of member leagues and events
- Assists with inventory and requisitioning of supplies
- Answering telephone and directing all calls to the appropriate department/request
- Contributes in a positive manner to ensure success of the operation
- Ensures SCC Health & Safety policies, WHIMIS training and standards are followed

Pro Shop Service Staff will be working during a variety of different golf structures (regular golf days, tee time tournaments, shotgun tournaments, member events, demo days, sales days, etc.)

Qualifications: the ideal candidate should relate to these skills and abilities:

- Able to take initiative within given guidelines
- Has exceptional energy, flexibility and professionalism
- A precise attention to detail, order, and cleanliness
- Has effective communication skills
- Able to evaluate and select alternative courses of action quickly and accurately
- Have the ability to work independently on assigned tasks and work alongside others

Position Specifications:

Experience: 6 months of retail experience preferred. A knowledge of golf is strongly recommended but not required.

Education: Must be able to read and write English, and perform basic math.

Work Environment: Works indoors and outdoors (mainly indoors). Work is generally in an interior retail environment. Ability to multi-task is a must. Attention to detail is key in all aspects of the position.

Supervision Given : Provide instructions to part-time staff and volunteers, based-on detailed directions.

Time Pressures : Ensures that accurate tee-times are maintained. Failure to keep the tee-times on schedule can result in delays, back-ups and irate golfers.

Supervision Received: Overseen by Senior Pro Shop Staff, with input from the Club Director

Purpose: Provides customer service to members and customers.

Ingenuity: Work requires some initiative, must be able to change course in mid-stream if plans fail, but still achieve the department goals and objectives.

Physical Demands: Working on your feet for most of the shift is required. May need to assist in various areas of operation during peak business hours and/or during slow times. Light physical demands.

Position will be posted until: March 1, 2022

Only qualified candidates will be contacted for an interview. Please no phone calls.

Job Type: Seasonal Part-time