



**Position Description: Golf Shop Associate – Hyland Greens Golf and Learning Center**

**Position Title:** Golf Shop Associate

**Date:** 2019

**Department:** Parks and Recreation

**Division:** Recreational Facilities - Golf

**Accountable to:** Hyland Greens Coordinator

**Primary Objective of Position:**

Interact with golf customers, booking and checking in tee times, conducting purchase transactions, and providing excellent service in person and via telephone.

**Essential Functions of the Position:**

- Greet all guests in a friendly and courteous manner
- Control access to the golf course, including booking tee times, collecting green fees, promoting cart rentals, and selling other merchandise
- Conduct financial transactions via computerized point of sale (POS)
- Take incoming calls to reserve tee times, answer questions, and/or resolve issues for guests
- Know and educate guests on all course rules and regulations
- Keep golf shop neat and clean and ensure merchandise is properly stocked and displayed
- Prepare, promote, and sell food & beverage items from snack bar
- Responsible to know and understand laws and policies governing regulation of service of intoxicating beverages including serving minors and over-serving customers, and to ensure that age-restricted menu items are never served to underage customers
- Assist with tournament and event preparations, including cart staging when necessary
- Establish and maintain effective, cooperative, and productive working relationships with fellow employees and guests
- Monitor weather conditions and proactively alert guests to dangerous conditions up to and including removing golfers from the course (e.g. lightning, hail, etc.)
- Working knowledge of various Point of Sale (POS) platforms
- Deliver the highest level of customer service
- Ability to accommodate a flexible schedule to include early morning/opening, late evening/closing, weekends, and holidays
- Ability to lift, carry, and/or move objects weighing up to fifty (50) pounds
- Knowledge and ability to safely operate motorized golf carts
- Be punctual and reliable and represent Hyland Greens Golf and Learning Center in a professional manner at all times
- Other duties as assigned

**Staff Supervision**

- None

**Minimum Qualifications:**

- 18 years of age
- Must have excellent cash handling skills, pleasant phone manner, and be able to multi-task in a busy retail environment

**Examples of Performance Criteria:**

- The employee attended and participated in all staff meetings and training
- The employee had a positive relationship with staff and supervisor
- The employee showed high aptitude for all position-specific systems and platforms, including POS, tee sheet, reporting, etc.
- The employee provided a safe, fun, and appropriate experience for all guests of Hyland Greens Golf and Learning Center