



Position Description: Golf Shop Associate – Dwan Golf Club

Position Title: Golf Shop Associate

Date: 2019

Department: Parks and Recreation

Division: Recreational Facilities - Golf

Accountable to: Assistant General Manager

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
- Assist with tournament and event preparations, including cart staging
- Establish and maintain effective, cooperative, and productive working relationships with co-workers, including secondary duties assisting in sales of F&B menu items
- Working knowledge of various Point of Sale (POS) platforms
- Deliver the highest level of customer service
- Work with outside services staff to monitor weather conditions and proactively alert guests to dangerous conditions up to and including removing golfers from the course (e.g. lightning, hail, etc.)
- 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 Dwan Golf Club 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
- Basic working knowledge of computers/tablets

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 Dwan Golf Club