



Golf Shop Assistant Supervisor

JOB DESCRIPTION:

The Golf Shop Assistant Supervisor is responsible for the day-to-day operation of the Golf Shop. The candidate should possess a background in business with a strong knowledge and love for the game of golf and the ability to deliver exceptional customer service. This candidate needs to have excellent organizational and communication skills, and must be able to work flexible hours including evenings and weekends. This candidate must be self motivated, show initiative and be able to work both independently and as a team.

DUTIES (include but are not limited to):

- Opening and closing the Golf Shop
- Accounting for monies that pass through Golf Shop
- Preparing daily deposits and reports
- Providing exemplary customer service which includes but is not limited to greeting members and public, answering the phone, fielding and directing inquiries
- Oversee the reservation system, starting, and monitoring pace of play
- Sales and processing of memberships, green fees, cart rentals
- Registering golfers for league play and tournaments
- Setting out markers for league play
- Assisting, organizing, and overseeing tournaments and events
- Maintain a close working relationship with the superintendent and golf course maintenance staff
- Enforce all rules and regulations governing golf course usage
- Charging, rotating and cleaning golf carts
- Marketing of golf course, tournaments, and events through all means possible to increase memberships and round counts
- Daily facility cleaning of the Golf Shop, cart staging area, and parking lot.
- Notify Management of any concerns or problems and customer service issues

KNOWLEDGE & SKILLS REQUIRED:

- Excellent communication and people skills
- Computer skills to include knowledge of work processing, spreadsheets, email platforms
- knowledge of game of golf, rules, and tournament/league formats

QUALIFICATIONS:

- Background in customer service or hospitality
- Knowledgeable about golf and golf operations

PRIORITIES AND SUCCESS FACTORS:

- Generating play, tournaments, and revenues
- Customer service and hospitality
- Tournament and league operations
- Working knowledge of tee time, word processing, database, point of sale, and tournament software

BENEFITS AND PAY:

- Wage starts at \$20/hr & will be based on experience
- Free Golf
- Employment up to 40 hrs per week
- Advancement within the organization