



Job Title: Golf Shop Customer Service Assistant / Cashier	Reports to: Golf Course General Manager
Department: Administration	Job Grade: Non-Exempt
Date Approved:	Fair Labor Standards Act (FLSA)

Position Summary

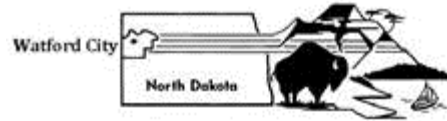
The Golf Shop Customer Service Assistant will have daily duties inside and outside the golf shop. This person needs to be very outgoing, positive and have a willingness to learn. To oversee work done and assist in duties being performed by the outside staff when closing. Expected to help in the Merchandising the golf shop, Assisting the Assistant manager with tournament prep when need be and a strong ability to use the POS System. All duties of the position shall be performed with a commitment to the highest level of customer service and total satisfaction of all customers.

Essential Job Functions

- Assist with customer check-in and fee collection; control and manage play
- Assist with all opening and closing procedures
- Knowledge and ability to perform tournament prep using Golf Genius Software
- Assist with men, women, and junior golf events and programs
- Assist with coordination of outside service staff to ensure the highest quality of customer service is achieved
- Complying with golf car operations, cart storage programs, and daily management of practice facility
- Assist in the inventory control of hard goods, soft goods, and ability to take special purchase orders.
- Conduct oneself in a professional manner and always maintain a professional image

Requirements/Knowledge/Abilities

- Fundamental knowledge of the game of golf, rules of golf, golf facility operations and tournament operations are a plus.
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees
- Strong organizational, planning and prioritization skills
- Self-motivated with desire to promote and market
- Service and customer focused attitude
- Experienced in written and oral business communications
- Experienced computer user including Microsoft Word, Canva, and Excel. Proficient in other applications, i.e., email, internet, tournament software Golf Genius and database
- Maintain and promote a positive professional image within the community



Relation to Others

- Maintain and promote a positive professional image within the community.
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees.
- Interact with members daily, actively soliciting member opinions and input on the facilities and services to promote the golf course. Visibility and accessibility to members is paramount.

Education/Experience

- Customer service is preferred
- Experienced computer user including MS Office suite, POS (Point of Sale Systems). Activity Management Systems and Inventory Software an added advantage.
- Good working knowledge of commonly used social media platforms.

Working Conditions/Physical Demands

- The work is performed outdoors occasionally and must be able to work in outdoor elements.
- The employee may be exposed to dirt, dust, grease, chemicals, and machinery with moving parts. The work requires using of protective devices such as gloves, masks, or goggles.
- Must be able to work flexible hours to include nights, weekends and holidays is required.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Some requirements in this job description may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

All requirements are subject to modification to reasonably accommodate individuals with disabilities.

Requirements are representative of minimum levels of knowledge, skills, and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The City Administrator retains the discretion to add duties or change the duties of this position at any time.