

DTR Job Description



Position Title: Pro Shop Attendant

Department: Community Services & Facilities

Reports To: Manager, Recreation Services

Date: April 7, 2017

Job Purpose/Summary:

This position is responsible for opening and closing the pro shop, processing all guest purchases, registering golfers for their tee times, handling guest inquiries, booking tee times and lessons, and working with other staff members to ensure an efficient player registration process and golf operation.

Our goal is to create an environment where every guest that visits the Tumbler Ridge Golf and Country Club will have an exceptional golf experience. The Pro-shop Attendant is responsible for the guest's satisfaction while he/she is in the pro-shop.

A strong level of professionalism is expected from our Pro-shop attendants.

Examples of Work:

General Outline, Scope and Purpose:

Supports a professional friendly environment in the pro-shop

Ensures that guests are greeted in a courteous manner when they enter the pro shop

Shifts may require the opening or closing of the pro shop.
Adhering to the opening/closing checklist to ensure that all tasks are completed.

Ensures that our guests are assisted with their needs while in the pro shop.

Ensures that our guests meet the proper dress code.

Processes all pro shop sales following pre-established money handling procedures.

Strong knowledge of pro shop merchandise.

Assists with inventory, restocking and designing golf displays.
Notifies supervisor when inventory needs restocking and supplies.

Collects all money for green fees, programs, rental, and pro shop sales. Issues receipts for all transactions with

Knowledge, Skills and Requirements:

Education/Qualifications:

Good knowledge of golf and related products

Standard First Aid Certification and CPR – Level C.

Must be 16 years of age or older with a valid Class 7N Driver's License.

Preference will be given to individuals who have post-secondary education in Sport Studies, Physical Education or recreation.

Experience:

Excellent guest service skills.

Some knowledge of golf is preferred.

Ability to keep accurate records.

Ability to work well, and communicate effectively, within a team environment.

reconciliations through the Point of Sale (POS) system

Rents equipment as required by customers – Power carts, pull carts, and rental clubs.

Signs out Demo equipment when requested by members and customers

Accurately books tee times and lessons over the phone; handles all guest inquiries.

Stays up to date with new and changing information on all promotions and special events.

Ensures an efficient player registration process and proper pace of play.

Communicates effectively with professional staff to ensure prompt service to guests requiring technical assistance or lessons.

Routinely inspects all guest areas (restrooms, lobby, patio, etc.) to ensure that each area is clean and organized. Maintains cleanliness of washrooms during the course of the day and contacts Coordinator of Facilities Services when specialized janitorial and/or maintenance requirements are required.

Provides support to the operation of the Snack Bar and Driving Range areas.

Assists with tournament organization (signage, scoring, registration etc.)

Follows health and safety policies and procedures

Records and documents any safety hazards or other important situations and report then to your supervisor daily

Strives to follow all the employment policies and procedures.

Strives to anticipate problems or situations that may arise in the pro shop and when they do occur takes, within the authority of the position, before they become an escalated problem; when beyond the scope of authority of the position refers to their immediate supervisor.

Attends department meetings as requested by supervisor.

Performs other duties.

Ability to work a flexible schedule including weekends, holidays and a variety of shifts. Advanced level computer skills.

Effort Factors:

Physical Demands:

Perform janitorial duties as required including but not limited to cleaning and disinfecting pro shop, floors swept and mopped, windows and mirrors cleaned, bathroom cleaned.

Ability to lift up to 30 lbs. and capable of moving equipment.

Perform other related duties as assigned.

Mental Demands:

Must be able to respond frequently changing operational demands.

Must be able to deal effectively with difficult people and extremely stressful situations.

Good understanding of written and verbal instructions.

Working Conditions:

Must be able to work a variety of shifts (early morning, afternoon, evenings) including weekdays, weekends, and holidays. The hours will be scheduled by the Manager, Recreation Services. As a summer term position, the incumbent will not be entitled to the benefits and conditions of employment as established in the C.U.P.E. Local 2979 Collective Agreement.

******CRIMINAL RECORD CHECK WILL BE COMPLETED**