

Job Title: **Golf Shop Staff**

Reports To: **Head Golf Professional/Shop Manager**

Prepared Date: **6/28/12**

Position Summary

This position is responsible for providing guest and member service in the pro shop, and assisting with merchandising and sale of apparel and merchandise.

General Duties and Responsibilities

- Answers incoming calls in a professional manner, and books tee times accurately.
- When a guest or member arrives, registers them for play, provides them course information and coordinates with outside services, ambassador, and starter.
- Assists with the sales of apparel and merchandise
- Maintains neatness of inventory and displays.
- Keeps shop and offices orderly and neat, including daily vacuuming and dusting.
- Assists tournament operations.
- Keeps facilities up to date with sales postings.
- Completes other tasks/duties as assigned.

Supervisory Responsibilities

- Not Applicable

Requirements

- High school degree or equivalent.
- Previous retail experience.
- Previous extensive customer service experience.
- Previous Golf experience/knowledge.
- Strong verbal communication, written communication, and organizational skills.
- Ability to work independently, assist with a variety of projects and be assertive as appropriate.
- Ability to work with Microsoft Office
- Ability to work with a variety of computer software programs.

Physical Demands

Physical Activity & Work Environment	Not Applicable	Less than 50%	More than 50%
• Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Using hands/fingers to feel or handle items	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Reaching, pushing or pulling with arms/hands	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Kneeling, crawling, or crouching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Talking or hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Tasting or smelling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Lifting, moving or exerting force of up to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• Lifting, moving or exerting force of up to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- Lifting, moving or exerting force of up to 50 lbs.
- Lifting, moving or exerting force of up to 100 lbs.
- Lifting, moving or exerting force of more than 100 lbs.
- Seeing up close
- Seeing long distances
- Seeing color
- Use of peripheral vision
- Perceiving depth
- Adjusting and focusing vision
- Working outdoors in inclement weather – extreme hot
- Working outdoors in inclement weather – extreme cold
- Working indoors in an office environment
- Working in high places
- Working near moving mechanical parts and machines
- Working in wet/humid conditions that are not weather related
- Working in extreme cold conditions that are not weather related
- Working in extreme hot conditions that are not weather related
- Working with airborne particles or fumes
- Working with toxic or caustic chemicals or agents
- Working with explosives
- Working in an area with a risk of exposure to radiation
- Working in an area with a risk of exposure to electrocution
- Exposure to vibration
- Working in a loud environment