

GOLF SHOP ASSISTANT

OVERVIEW OF RESPONSIBILITIES

The GVR Golf Shop Assistant position provides an unparalleled level of consistent service to all guests who visit the property to ensure our goal of creating memorable experiences is consistently met. Controlling communication, coordination, and execution within all areas of GVR's operation are the most important means in uniting the entire staff. Being aware of your surroundings at all times and proactively addressing the needs of our staff and guests alike is essential to the overall success of our property.

Duties include, but not limited to:

- Execution of daily operations and objectives of the Golf Shop.
- Greeting each guest according to GVR standards, anticipate their needs, and sending them off with a fond farewell.
- Maintaining GVR merchandising and presentation standards within the Golf Shop.
- Maintaining cleanliness of the entire Golf Shop.
- Following daily bank and cash handling protocol.
- Actively assisting guests with their needs and upselling to achieve guest satisfaction/merchandise sales goals.
- Communicating, coordinating, and executing daily tasks within all areas of staff.
- Monitor GPS, coordinate with the "On-Course Host", and take necessary action to ensure 4-hour, 30-minute pace of play policy is upheld.
- Maintains an active role in understanding the overall golf operation, communication systems, procedures, goals and objectives of GVR.
- Manages and assists the starters and outside service staff with their responsibilities.
- Assists with tournament set-up and execution.
- Other reasonable duties as assigned.

EXPERIENCE / BACKGROUND REQUIREMENTS

Must be at least 16 years of age and have a valid driver's license. Previous experience in a golf related service position is preferred. Must be knowledgeable about the game of golf, expectations of guests, and willing to learn the nuances of a golf operation at a first-class golf club.

SPECIAL QUALIFICATIONS AND ATTRIBUTES

Must have the following:

- ✓ Outstanding customer service skills.
- ✓ Effective communication, teamwork, and work ethic.
- ✓ Punctual, honest, trustworthy, and reliable in performing duties with minimum supervision.
- ✓ High-level of personal presentation, awareness, and organization.
- ✓ Must have an availability of a minimum of 3 days per week.
- ✓ Able to lift and carry up to 50 lbs.
- ✓ Can work variable weekdays, weekends, holidays, hours, and shifts up to 8-12 hours in length, if needed.
- ✓ Able to stand for extended periods of time.
- ✓ Adaptable to working outdoors in varying weather conditions (heat, cold, rain, snow, etc.).
- ✓ Safety conscious and responsible care of company property.