



T H E R E S E R V E

POSITION DESCRIPTION:

Job Title: Golf Operations and Retail Assistant
Department: Golf Shop
Location: The Reserve Club
Reports to: Head Golf Professional
Status: Full-Time, Non-exempt; Seasonal

JOB SUMMARY:

The Golf Operations Retail Assistant will coordinate with the Head Golf Professional, to support and deliver a seamless world class golf experience. The focus of this position being to provide members with complete golf specific services including: retail soft and hard goods knowledge and sales, quality merchandise receiving and organization, event enrollment and friendly customer oriented service that will compliment member's tastes, needs, and lifestyles. The Golf Operations Retail Assistant will receive written and verbal instructions from the Head Golf Professional and the Director of Golf.

GENERAL DUTIES:

The Golf Operations Retail Assistant will assist in the daily operations of the golf shop to include: anticipating member's needs, enrollment functions for tournaments events, lessons and clinics, registering members and guests for daily play, phone service, monthly inventory, receiving and restocking merchandise, apparel and equipment sales and special orders, and visual merchandising displays.

ESSENTIAL FUNCTIONS:

- 1) Assist Golf Professionals to provide member services in the area of golf equipment, apparel and gift sales providing input on product inventory levels and quality service.
- 2) Understand and monitor the tee sheet and be able to communicate play restrictions as it relates to guests, accompanied and unaccompanied groups while consistently maintaining communications and coordination with the starter and outside services.
- 3) Provide full tournament and event enrollment functions for members including event dates, format explanation, handicap requirements, and opening/closing dates for event registration.
- 4) Work closely with accounts receivable manager to ensure proper management of purchase orders, invoices, and inventory.
- 5) Listen to members' requests as it relates to retail trends and members' needs.

- 6) Help coordinate sales to move slow inventory and season ending mark-downs.
- 7) Utilize the club specific point of sale system to accurately execute golf shop sales, inventory control and the receiving of inventory.
- 8) Create visual merchandising displays and assist in rearranging the golf shop periodically.
- 9) Monitor special orders and contact members upon arrival and keep Head Golf Professionals abreast of their status.
- 10) Accurately log and charge members and guests for golf fees.
- 11) Follow procedures in opening and closing the golf shop.
- 12) Assist in dusting, cleaning windows, vacuuming and general cleaning.
- 13) Have a good general knowledge of golf and golf procedures.
- 14) This job description in no way states or implies that these are the only duties to be performed by this employee. He/She will be required to follow any other instructions and to perform any other work related duties requested by his/her superior.

SKILLS:

Retail Sales and Visual Merchandising experience
Golf experience (not mandatory)
Experience with club specific computer systems
Team oriented, supportive of others, and friendly
Strong organization, computer and communication skills

PHYSICAL REQUIREMENTS:

Individual may be required to lift up to 25 pounds.

OTHER DUTIES:

Due to the nature of the club industry, associates may be required to work varying schedules to reflect the business needs of the club, including weekends during season.

The duties listed above are intended only as illustrations of the various aspects of the position and the types of responsibilities that may be performed. The omission of specific statements does not exclude them from the position if work is similar, related or a logical assignment to the position. The position description does not constitute an employment agreement between employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.