



Position – Golf Shop Attendant

Hours:

- Full Time - 30 to 44 hours per week
- Part Time - 15 to 29 hours per week

Job Overview

The Golf Shop Attendant is responsible for helping in all aspects of the Golf Operations. Always provide courteous and professional service to the members and guests of The Ridge at Manitou. The primary function of this position is to coordinate the operations of the inside and outside golf services in an organized and efficient manner.

General Responsibilities

- Follow opening and closing procedures
- Point of Sale operation and knowledge
- Timely and efficient registration of members and guests in the Golf Shop
- Answering telephone calls and directing or responding to all inquiries
- Management of pace of play while on duty and oversee the efforts of the Ranger and Starter positions
- Daily management of tee sheets and proper reconciliation rounds played
- Familiarity with tee time booking policies for members and guests
- Logging and tracking of demo and rental club inventory
- Report to the Director of Golf on daily sales, operational issues, labour, productivity and any daily challenges or issues
- Sell and promote all Golf Shop merchandise and packages
- Regularly update and rearrange merchandise in the Golf Shop
- Responsible for inventory controls
- Receive orders when they arrive and enter into inventory, match invoices to packing slips, price and display merchandise
- Maintain The Ridge's cleanliness standards of the Golf Shop at all times
- Facilitate effective communication between Golf Operations and other departments of the Ridge at Manitou
- Provide leadership and effective conflict resolution skills
- Multi-faceted duties - will be called upon to perform Starter, Ranger or Guest Services duties
- Learn and promote all of the products and services The Ridge offers such as programs, merchandise, tournaments, green fee rates, stay and play packages, etc
- Be a dedicated, trustworthy and loyal member of The Ridge at Manitou team
- Help out and be available for all important Ridge events



Experience & Skills Required

- Previous customer service experience would be an asset
- General knowledge of golf would be an asset
- Excellent oral and written communication skills
- Positive interpersonal skills
- Able to work in a team environment
- Able to work alone at times
- Customer service focused
- Strong attention for detail
- Organizational skills
- Ability to sell and promote all products and services The Ridge offers

License/Qualifications

- Smart Serve (must have before starting work)
- WHMIS training (will be provided)

Physical Requirements

- Ability to speak clearly and effectively
- Frequent walking and standing
- Frequently lift or carry up to 25 lbs
- Occasionally lift or carry up to 50 lbs

Working Conditions

- Indoor and outdoor work depending on the weather or shift
- Warm clothing is required on cold days if working outside
- Varied weather conditions can be expected at the Golf Course (sun, wind, rain)
- Varying schedule to include morning, afternoons, evenings and holidays
- The Club operates 7 days a week from approximately 8 am until 11 pm as of May 1 and closes the Tuesday after the Thanksgiving weekend. The Golf Course is open between 7:30 am and closes at dusk each day.