



Assistant Golf Professional

Property:	Pokegama Golf Course
Staffer Name:	
Department:	Golf Shop
Reports to:	Director of golf
Direct Reports:	Golf Shop staff, outside services, starters/rangers
Position Status:	Full-time, Seasonal or Non-Seasonal, Hourly, Non-Exempt

Job Description

Position Summary

The Assistant Golf Pro assists the Director of Golf with all golf shop activities and outside services operations and is responsible for ensuring that pass-holders and guests receive outstanding customer service, which meets or exceeds their expectations. The Assistant Golf Pro is instrumental in organizing and implementing golf events, tournaments, outings, leagues, teaching clinics and other golf programs designed to improve Pokegama Golf Courses products and services as well as its competitive position in the marketplace.

Essential Duties and Responsibilities

- Assist in implementing applicable operating, human resources, and safety policies and procedures pertaining to golf shop and outside service activities. Ensure procedures are followed to open, close and secure the golf shop and storage buildings.
- Handle cash flow in the golf shop, ensuring that cash and credit card charges balance with sales receipts in accordance with operating procedures.
- Monitor the performance of assigned staff including golf shop attendants, starters, rangers, and outside service staff to ensure customer service standards and productivity goals are achieved.
- Ensure that the golf shop, storage areas, cart shed, and grounds are maintained per Pokegama cleanliness and appearance standards. Maintain clean, presentable and fully stocked merchandise displays.
- Ensure accurate tracking of types and quantity of golf rounds played. Monitor customer preferences, usage patterns, and satisfaction with Pokegama products and services. Assess the quality of internal and/or external customer service and speed of play. Recommend plans for continued improvement.
- Interact with pass-holders and guests in a congenial and professional manner.
- Maintain pleasant and professional telephone manners at all times. Schedule tee times and handle customer inquiries and/or feedback in accordance with Pokegama standards.
- Plan and conduct individual and group lesson programs and golf clinics.
- Assist with organizing and implementing tournaments, group outings and special events. Ensure efficient operation and coordination of golf shop, cart service and other services as applicable.
- Be fully knowledgeable of golf shop merchandise. Sell merchandise and/or provide suggestions to patrons as appropriate to meet their needs.



Assistant Golf Professional

- Assist with organizing and maintaining ancillary services such as the handicapping system, membership programs and driving range facilities.
- Assure the efficient and timely submission of all required reports.
- Perform additional duties as required.

Education/Qualifications/Certifications

- Preferred 1 year experience in the golf or hospitality industry.
- Demonstrated experience and capability in the areas of retailing, marketing, and/or sales, customer service, and guest relations preferred.
- Demonstrated quality written, verbal, interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.
- Positive attitude, professional manner and appearance in all situations.

Position Physical Requirements

Must have the ability to:

- Read and write (English)
- Communicate verbally with staff members and/or customers with or without the use of two-way radios.
- Give and/or follow verbal and written instructions
- Supervise subordinates
- Visually inspect all work areas, golf course and grounds
- Give physical demonstrations of the golf swing
- See players on the golf course, and to follow the flight of golf balls
- Operate vehicles and equipment for several hours at a time
- Perform mathematical calculations involving fractions, decimals, and percentages
- Retrieve, read and interpret information from technical sources
- Stand, walk, push, pull, lift, grasp, bend and kneel for up to 5 hours at a time
- Lift up to 100 lbs occasionally, 50 lbs frequently, and 20 lbs constantly

Supervises

Golf shop staff, outside services, starters, rangers

Working Conditions

Work hours may include days and evenings on weekdays and weekends. Subject to inside and outside environmental conditions. May be exposed to inclement weather, potentially dangerous chemicals, solvents, pesticides, herbicides, and fertilizers, misdirected golf balls, sharp and rapid equipment movement on a daily basis. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed.

Machine/Equipment/Tools Used

General office machines such as typewriters, personal computers, printers, copiers, fax machines, calculators, telephones, etc. VDT glare screen and wrist rest. Golf clubs, golf cars.



Assistant Golf Professional

Position Description Acknowledgement

I have read and understand all of the above. I have reviewed the essential functions and responsibilities for which I am responsible as well as the working conditions and physical requirements. I understand this document does not create an employment contract, and that I am employed by the City on an "At Will" basis. I further understand that this position description supersedes any and all prior descriptions issued.

Staff Member _____ Date _____

Supervisor _____ Date _____