



## JOB DESCRIPTION

### Pro Shop Assistant

RESPONSIBLE	To	Golf Course Manager
	For	N/A
LOCATION		Poult Wood Golf Course

## GENERAL DESCRIPTION OF DUTIES

The primary function of the Pro Shop Assistant is providing first-contact customer interaction including booking tee times, checking in golfers, selling merchandise, and cleaning and stocking the Golf Pro Shop. The Pro Shop Assistant will also be assigned specific, often varying tasks on a day-to-day basis by the Golf Course Manager. It is therefore critical that any Pro Shop Assistant is able to adapt to meet changing demands and requirements while in the workplace.

## SPECIFIC DUTIES

- Taking bookings for tee times and for lessons gathering customers data including email address
- Hire equipment for golfers.
- Checking golfers have paid the correct green fees.
- Membership registration forms are complete.
- Arranging and displaying goods on retail display shelves, regularly re-arranging to promote new products.
- Keep all hire equipment clean and presentable (Buggies, trolleys, shoes and clubs).
- Ensure shops are clean, tidy and fully stocked in accordance with procedures.
- All customers are to be given the best service possible. Training will be given at the start of employment and will be ongoing.
- Assisting customers in finding the products they're looking for
- Processing customer payments at the checkout point/till
- Addressing customer complaints and inquiries
- Providing shopping advice and recommendations to customers

## SPECIFIC DUTIES Continued

- Cashing up / float count
- Opening and closing duties
- Locking and charging of buggies
- Answering phone calls
- Performing warden duties if and when needed, including driving range ball collection
- Adhere to the Trust's policies and procedures

This job description is not intended to exclude any task, which the post holder might reasonably be required to undertake.



## PERSON SPECIFICATION

### Pro Shop Assistant

ATTRIBUTE	ESSENTIAL	DESIRABLE
<b>Educational Ability</b>		<ul style="list-style-type: none"> <li>N.V.Q retail operations 1/2/3</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous retail or customer facing experience</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of working within a sports retail or pro shop retail would be advantageous</li> </ul>
<b>Personal skills</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills</li> <li>Numerate and literate</li> <li>Ability and willingness to present a professional appearance and demeanour at all times</li> <li>Ability to perform critical job tasks, limit mistakes and work under pressure</li> </ul>	
<b>IT Skills</b>	<ul style="list-style-type: none"> <li>Familiarity with basic computer functions (e.g. operating internet browsers, searching for web pages, Microsoft Office products, good typing ability, etc.)</li> </ul>	
<b>Attitude</b>	<ul style="list-style-type: none"> <li>Social with an ability to communicate well with a wide variety of individuals</li> <li>Self-motivated with the ability to work off their own initiative</li> <li>Reliable</li> </ul>	

	<ul style="list-style-type: none"> <li>• Positive 'can do' approach</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Flexible availability, shifts to include weekday and weekends (both AM and PM)</li> <li>• Basic knowledge and enjoyment of the game of golf (general trends in apparel, golf rules / etiquette).</li> </ul>	