

Pro Shop Sales Assistant Job Description

The Pro Shop Sales Assistant is responsible for the operations of the pro shop department by administering the day-to-day golf shop duties; such as opening and closing, making reservations, and conducting golf shop sales. This position is also responsible for assisting with tournament coordination and administrative duties as needed. This position report to the Business & Sales Manager.

Job Responsibilities:

1. Reservations & Sales Support

- a. Greets guests, provides prompt, courteous, and friendly customer service.
- b. Manages reservation system, checks guests in, collects fees, and assigns tee times; informs players of course rules and regulation, maintains logs.
- c. Answers phones, direct calls, and answers customer questions professionally. Updates and maintains automated data management systems and reviews input for accuracy; Performs administrative duties such as updating various reports and records, updating information in department databases and spreadsheets, monitoring email and phone inquiries, preparing routine correspondence, and any other administrative duties as assigned.
- d. Sale merchandise, maintain inventory records, and accurately reconcile cash register sales with daily sales reports.
- e. Maintain an inviting clubhouse environment by keeping the shop neat and orderly with clean displays and floors, digital monitors, shop-appropriate background music, etc.
- f. Ensure proper rotation of inventory and displays.
- g. Maintain the daily cleanliness of the golf shop; vacuum and dust as needed.

2. Admin & Operational Support

- a. Work closely with the Golf Services staff and Assistant Golf Pro staff to organize daily operations.
- b. Assists guests with all their needs while in the golf shop; Ensure inquiries and requests are met efficiently and professionally; Ensure complaints are dealt with pleasantly, recorded, and reported to the Business & Sales Manager.
- c. Maintain an accurate record of daily play on the golf course and maintain other data as directed; prepare reports as needed.
- d. Assists in coordinating and providing assistance in tournaments and events.
- e. Keep updated on upcoming golf tournaments and provide information to customers as needed.
- f. Record and document any safety hazards or other important situations immediately to management.
- g. Accept inventory orders/shipments and stocks shelves/racks. Inform management of receipt of items and inventory levels as needed.
- h. Ensure documents are complete with proper signatures, dates, or other written information; Ensure collection and recording receipt of appropriate payment (cash, credit card transactions); Handle and record cash and credit card transactions following department and City procedures.

- i. Performs all work duties and activities following City policies and procedures; follows safety policies and practices, works safely, and reports unsafe activity and conditions.
- j. Perform other duties as assigned.

Qualifications, Education, & Experience

- Minimum 1-year experience in sales or customer service
- Strong verbal and written communication skills with groups, personal initiative, and leadership ability
- Maintain positive, professional, and effective working relationships by providing exceptional customer service.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, holidays, or weekends as needed.
- Proficiency in MS Office (Word, Excel, and PowerPoint)
- Knowledge of the basic rules of golf