

Golf Shop Assistant

Birchwood C.C.

April - October

The Shop Assistant's responsibilities include but are not limited to merchandising, daily communication & member service between the membership and the staff.

Merchandising will include ordering, pricing, updating POS system, displaying and selling merchandise. The special orders will be monitored by the shop assistant daily; this includes calling the orders in and also calling the members with the predicted arrival date and also calling again when the item arrives. Inventory control for staple items (balls, gloves, caps, etc) will be monitored by the shop assistant. The cleanliness of the shop will be the responsibility of the shop assistant, vacuuming and dusting.

Communication with the members will include taking messages and relaying them to whom it is necessary. The message book is available for all messages, members & staff. The staff will check the message book; the messages for members are to be delivered to them or their locker. Reports will need to update weekly regarding rounds played, merchandise sold and lessons given. The members will sign up for lessons and tournaments with the shop assistant over the phone. Courteous phone manners are an absolute.

Tee Times are used on Saturdays and Sundays from 7:15-9:15 and 11:00 – 1:00. These times are requested on Tee time request cards and are turned into the golf shop. The times are randomly drawn three days in advance at 5:00 pm. The times are then posted on the internet, locker room and in the golf shop. The master list is always at the counter until the morning of. The shop assistant will be responsible for updating the internet as changes occur.

Member Service is the key to any golf operation. Always be ready to help the members and the staff with any request they may have. Raising the bar in member service is limitless and with the Birchwood Golf Staff I believe this is a goal to reach every year.

Playing Golf is something I want the staff to do at least three times a week. It may be nine holes, or practicing. When asked to play with members, check with the Head Professional. If I can find someone to cover the shop, you can go play. We all work together for this. The members love to play with the golf staff and I strongly encourage it.

Other areas of responsibility include assisting with include tournament preparation, daily outside operations, overseeing bag room staff, cleaning carts & clubs, scoring tournaments, etc.

Meals & staff shirts provided.

Compensation is negotiable.

No housing.