



PREDATOR RIDGE

Golf Shop Associate Job Description

Purpose

Reporting to the Golf Operations Assistant Manager, this position provides exceptional customer service, sales and assistance to all customers.

Responsibilities and Accountability

- Greet visitors in a prompt and friendly manner.
- Promptly and accurately process sales.
- Assist with shop merchandising, layout and customer traffic flow to maximize sales, customer satisfaction, appearance and brand.
- Assist customers with requests in a professional and efficient manner whether they are in person or on the phone.
- Manage, maintain and report all merchandise and non-merchandise stock as necessary.
- Report any stock or shop defects to the Golf Services Manager.
- Assist with the upkeep of all equipment, fixtures and fabric belonging to The Shop and its respective storage and sales areas.
- Attend meetings and contribute to golf shop ideas and policy-making as required.
- Learn and promote the development's services, facilities, and amenities and be able to promote and direct guests accordingly.
- Comply with all standard operating procedures and policies of Predator Ridge Resort.
- Perform other related duties assigned by the management team.

Position Requirements

- Completion of secondary school.
- Ability to work in a fast paced environment with minimal supervision.
- Willingness to learn and take direction.
- Excellent communication and organizational skills.
- Professional attitude.
- Previous experience in customer service is an asset.
- Ability to use a variety of computer applications.
- Cash handling experience is an asset.

This job description has been designed to indicate the general nature, essential duties and responsibilities of work performed by team members in this position. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications.