



JOB TITLE: Pro Shop Clerk
DEPARTMENT: Operations
REPORT TO: Head Golf Professional/Golf Operations Manager
DATE REVISED: January 3, 2023
CLASSIFICATION: Non Exempt; part-time or full-time

JOB STATEMENT/PURPOSE:

The Pro Shop Clerk is responsible for greeting customers as they sign in to play golf. The Pro Shop Clerk will assist in the opening & closing duties of the Pro Shop, provide outstanding customer service to all players and manage a clean, accurate tee sheet and customer profile. The Clerk collects fees and is responsible for the cleanliness, stocking and security of the Pro Shop.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- ❖ Answer and direct all incoming calls, take messages and deliver when appropriate
- ❖ Greet and direct all visitors; ask all players to sign in
- ❖ Inform players of course conditions (cart path only, reason for brown patches, etc.)
- ❖ Readies club cars for rental to customers
- ❖ Maintains a constant presence in the pro shop
- ❖ Empties trash throughout the Pro Shop and Pro Shop offices daily
- ❖ Dust pro shop, clean, stock, ensure all surfaces and displays are clean and attractive
- ❖ Liaison between Tournament Staff, Player Assistants, Starter and General Manager. Will effectively communicate and coordinate information between all areas of the golf operation.

JOB SPECIFICATIONS:

- ❖ High school diploma or equivalent
- ❖ Customer service and telephone experience
- ❖ Cleanliness and good grooming habits
- ❖ Knowledge of the rules of golf
- ❖ Cash register experience extremely helpful
- ❖ Basic mathematical aptitude; ability to make change
- ❖ Excellent communication skills, positive attitude, professional demeanor, easy-going sense of humor
- ❖ Ability to make every customer feel more welcome at our course than anywhere else

OTHER RESPONSIBILITIES:

- ❖ Tracks carts and players to determine who is on the course
- ❖ Immediately notifies supervisor if a customer is unhappy, if there is a problem on the course and reports all incidents and injuries to supervisor.
- ❖ Other duties as assigned, including tasks which support the essential functions and may be changed or redesigned.