



JOB POSTING – GOLF SHOP SALES ASSOCIATE

ARBUTUS RIDGE GOLF CLUB

Position Title: Golf Shop Sales Associate

Department: Golf Operations

Reports to: Head Golf Professional

Job Type: Seasonal Part-time. Minimum 16 Hours Per Week. Potential for more.

Start Date: ASAP

The Arbutus Ridge Golf Club is located in the seaside community of Cobble Hill, a 25 minute drive from the outskirts of Victoria, 45 minutes from Nanaimo and just 15 minutes from the cultural city of Duncan. The Bill Robinson design 18-hole golf course is complimented with the renowned, Satellite Bar & Grille and Indoor Tennis Facility. www.arbutusridge.com.

The Arbutus Ridge Golf Club is looking for the services of an energetic Golf Shop Sales Associate.

POSITION OBJECTIVE

1. To ensure the proficient operation of the Golf Shop, and Tee Sheet.
2. To ensure that exceptional guest service is provided and that our guests enjoy a great golf experience.

DUTIES AND RESPONSIBILITIES

1. Expectations

- Arriving on time and in a presentable manner.
- Maintain and enforce the highest standards of quality, service, and appearance.
- Work with all Team Members to maintain high standards of cleanliness, proper storage of items and proper close procedures.
- Ensure each guest receives consistent services and product.

2. Responsibilities

- Assisting in keeping the Golf Shop tidy and merchandised in alignment with the retail sales plan.
- Maintaining displays for aesthetics and maximizing retail space.
- Selling merchandise including clothing, accessories, golf equipment, etc.
- Opening/Closing Golf Shop in a timely and effective manner.
- Cashing in/out accurately and efficiently.
- Maximizing revenue potential of the Golf Operations Department.
- Assisting with ordering, receiving, pricing, and inventory control.
- Working effectively with other team members in all five departments.

3. Guest Experience

- Ensuring that all guests are checked in accurately and accounted for.

- Attending to guest requests and complaints as required.
- Accurately booking tee times for guests in person and over the phone.
- Effectively communicating with outside services, and player assistants to ensure guest satisfaction and efficient timing.
- Working effectively with other team members in all five departments.
- Assisting with large groups and tournaments to ensure that guests' expectations are exceeded.
- Booking and ringing through golf lessons as required for guests.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

- Background experience in the golf industry would be a bonus
- Background knowledge of computerized Point of Sales Systems is a bonus
- Problem solving and decision making abilities
- Basic Microsoft Office skills

Skills and Abilities

- Passionate & Friendly
- Exceptional communication skills
- Quick evaluation and decision making abilities
- Strong comprehension of English Language (oral and written)
- Must be able to work in a fast-paced environment
- Must be organized and maintain a positive attitude
- Ability to work in an unsupervised environment

WORK CHARACTERISTICS

- May require heavy lifting
- Must be flexible and open to working weekends, evenings and holidays when necessary

BENEFITS AND COMPENSATION

- Hourly wage negotiable based on experience
- Complimentary Golf & Tennis on a stand-by basis
- Option to purchase goods from the Golf Shop for cost + 10%
- Discount on food in the Satellite Bar & Grille for you and up to three guests

Please send your resume and cover letter to:

Attn: Andrew Hajer, Head Golf Professional

ahajer@arbutusridge.com