



JOB DESCRIPTION

JOB TITLE: Golf Retail Assistant

BUSINESS UNIT: Golf

POST NUMBER:

REPORTS TO: Head Professional / Golf Operations Manager

MAIN PURPOSE

To assist in the golf shop providing an excellent standard of customer service.

SUMMARY OF RESPONSIBILITIES AND DUTIES

1. Carry out sales, cashier and booking duties.
2. Promote retail products, lessons (Mytime Academy) and society/group bookings to customers, providing relevant information to help achieve maximum sales.
3. Promote an excellent standard of Customer Service operating in accordance with Mytime's Code of Conduct and Customer Service Standards.
4. Maintain good communication with colleagues across the site including Course Marshall's, Green Keepers and Food & Beverage staff.
5. Operate in accordance with Health and Safety regulations and standards.
6. Undertake financial and administration duties in accordance with Mytime's Quality Management Systems.
7. Carry out cleaning duties as required, ensuring the site remains presentable to customers at all times.
8. Carry out buggy checks in accordance with Mytime's standards.
9. Wear correct clean uniform with name badge and ensure punctual arrival at the agreed start time.
10. Attend training sessions and staff meetings as required.
11. To open and close the close site as required
12. General up keep of the driving range, basket collections and general house keeping of the driving range
13. Driving range - ball collections, including the operation and minor maintenance of range machinery
14. To collect and enter data capture on all green fees
15. To actively assist in sales of memberships
16. To carry out all duties with regard to Health & Safety requirements and regulations according to the Health & Safety Policy

DATE: November 2013

SKILLS AND ABILITIES

Essential:

Well-developed verbal communication skills in order to ensure effective communication with a wide range of individuals.

Ability to assimilate new skills quickly.

Ability to work on their own initiative.

Good financial skills.

EXPERIENCE

Essential:

Operating a till.

Cash handling and banking.

Retail sales.

Working effectively alone and as a team member, preferably in a similar environment.

KNOWLEDGE

Essential:

A good knowledge of the game of golf and associated equipment.

QUALIFICATIONS

Essential:

Good general standard of education to GCSE level.

SPECIAL REQUIREMENTS

Working hours must suit the needs of the business which operates 7 days a week.

CONDITIONS OF EMPLOYMENT:

Conditional upon health clearance, employment/education references, enhanced CRB check and is exempt from the Rehabilitation of Offenders Act.