



**District of Taylor
Employment Opportunity**

**Pro Shop Attendant
(Part-time Seasonal Position)**

Pro Shop Attendants are expected to complete training in all areas of golf service and inventory management and sales. Reporting to Head Golf Professional, and working as a key member of the golf course team, the Pro Shop attendant works to ensure that the Pro Shop services support the goals of the club performing a variety of duties including, but not limited to, customer service in the sale of golf services and merchandise, ensuring carts and other equipment are prepared and ready for rental, cleaning and stocking of the Pro Shop and other public areas, and monitoring and dealing with service issues on the golf course.

Ideal candidates are aware of and dedicated to working safely according to applicable standards, policies, and procedures, work effectively in team environments, are able to communicate in a professional and courteous manner with customers and team members, have strong collaboration and interpersonal skills, have excellent communication skills with the ability to interpret both verbal and written instructions, maintain a positive attitude in a fast-paced work environment, stays on task, and are able to work efficiently with little supervision.

Preference will be given to a candidate that has a strong understanding of golf course etiquette and use of golf course equipment, has experience in dealing with cash. and possesses strong computer skills, including the use of Point-of-Sale software, internet searches and research, Microsoft Word, and Excel.

The 2024 seasonal term will be from May to October. The position's rate of pay will range from \$17.40 - \$20.10 per hour, plus 4% vacation pay. The incumbent's pay rate will be determined based upon a combination of relevant experience.

With your resume, please provide a cover letter that articulates how you meet the qualifications provided in the job description. This position will remain open until filled.

Please ensure that your submission clearly identifies the position being applied for and address your application to:

District of Taylor
Attn: Lisa Ford, Deputy corporate Officer
Box 300
Taylor, BC V0C 2K0

Email: recruitment@districtoftaylor.com

Fax: (250) 789-3543

While the District appreciates all applicants, only those short-listed will be contacted.



DISTRICT OF TAYLOR

Pro Shop Attendant

Job Description

Title: Pro Shop Attendant

Date: June 16, 2022

Department: Golf Course

Job Category: Service/Labourer/Sales

Reports To: Golf Professional

Position Number:

Interacts With: Golf club staff, members, customers, vendors, public

Grade: 1

General Summary:

Pro Shop Attendants are expected to complete training in all areas of golf service and inventory management and sales. Reporting to Head Golf Professional, and working as a key member of the golf course team, the Pro Shop Attendant works to ensure that the Pro Shop services support the goals of the club performing a variety of duties including, but not limited to, customer service in the sale of golf services and merchandise, ensuring carts and other equipment are prepared and ready for rental, cleaning and stocking of the Pro Shop and other public areas, and monitoring and dealing with service issues on the golf course.

Primary Duties and Responsibilities:

General

- Present and maintain a professional, positive and tactful attitude when dealing with internal and external stakeholders. Supports and champions the activities of a respectful workplace
- Understands, complies and reinforces the District of Taylor policies, programs and guidelines applicable to the department. Escalate to the on-duty supervisor where there is continued contravention of rules, regulations and policies
- Provides excellent services to the community, ensuring professional, friendly, and efficient interactions with community members (recognizing and acknowledging regular customers and Members)
- Actively engaged in appropriate, accurate, timely, and transparent communication flow with stakeholders (both internally and externally) to ensure accurate information is shared on an ongoing basis

Health and Safety

- Awareness of and dedication to working safely according to applicable standards, policies and procedures
- Ensures the cleanliness of the Pro Shop, rental equipment, stock rooms, and public areas, ensuring all appropriate health and safety regulations are met

Pro Shop Services

- Properly checks in golfers, ensuring rounds are appropriately recorded and all rentals, other services and products are appropriately captured
- Ensures Pro Shop and golf services are set up and ready for guest use (ex. Carts, rental equipment)
- Supports the set up and organization of the golf services aspects of tournaments, leagues and special events
- Deals effectively with customer concerns, identifying opportunities to recover customer satisfaction and loyalty, escalating issues to the on-duty supervisor and/or Head Golf Professional where resolution cannot be achieved
- Understands golf course etiquette and use of golf course equipment and is able to diplomatically deal with customers who need to be educated or asked to leave the premises
- Identifies opportunities to provide suggestions to customers and suggest sales items, features and promote upcoming events
- Collaborates with other Pro Shop and Outside Services staff to ensure excellent overall service levels
- Ensures accurate entering of orders, sales, discounts, proper cash management and completes daily cash balancing
- Ensures proper opening and closing procedures are completed, including responsibility for ensuring proper opening and lock up of the facility;
- Follows inventory management and controls policies, including point of sale (POS) accuracy, proper rotation of products, completing accurate physical inventory counts, and demonstrating proper care, control and handling of golf club assets and inventory
- Ensures proper POS entry of customers, gathering appropriate information and entering information as per the procedural guidelines to ensure consistency of information within the system
- Answers general questions about overall golf club operations, where unable to answer questions, direct customer to appropriate contact

Requirements and Qualifications:

Education and Experience:

- 16 years of age or older
- 1-3 years of experience working in a fast paced, multi faceted, customer service environment
- Previous experience working at a golf course an asset.

Knowledge, Skills, and Abilities:

- Awareness of and dedication to working safely according to applicable standards, policies and procedures
- Strong understanding of the game of golf, golf etiquette and golf equipment
- Able to learn quickly and use knowledge to support excellent service of customers
- Strong customer service and sales skills
- Strong written and verbal communication skills, including effective telephone etiquette and communication skills
- Able to multi-task and adapt to changing circumstances
- Well-developed interpersonal skill skills with the ability to resolve conflict with members of the public and team members
- Attention to detail and focus on accuracy with regard to entering customer orders and cash balancing
- Able to manage and maintain a positive attitude in a fast-paced work environment
- Must be able to manage and work efficiently with little supervision
- Strong computer skills, including the use of Point-of-Sale software, internet searches and research, Microsoft Word and Excel

Other Requirements:

- Clear Criminal Record Check
- Legally entitled to work in Canada

Working Conditions (environmental conditions, physical demands, travel, etc.):

- This is a seasonal position, with scheduled hours varying through the season (generally April – Thanksgiving weekend). Hours can be impacted by weather conditions when it impacts operating hours of the course
- Although there is some schedule flexibility, employees can expect to work on league nights (Tuesday – Thursday), weekends and special events. There is limited availability for extended time off during the season

Disclaimer:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Related duties, responsibilities and activities may be assigned at any time with or without notice.

Approval:

<i>Ryan Galay</i> Name/Title	<i>Director</i> Signature	<i>Aug 4, 2022</i> Date
<i>Jocira Green</i> Name/Title	<i>[Signature]</i> Signature	<i>Aug 4 2022</i> Date
<i>Chief Administrative Officer</i>		