



Role Description

Job Title: Golf Shop Sales Associate

Department: Golf

Reports To: Head Golf Professional/1st Assistant Golf Professionals/Merchandiser

Exemption Status: Non-exempt

Full Time **Part Time**

San Jose Country Club is a private gathering place for our families and guests who cherish and share high quality lifestyle standards. We are a Country Club inspired by our rich tradition, and are committed to delivering impeccable personalized service and offering excellent facilities and innovative programs which support our members' interest in golf, tennis, fitness, dining, social and other family activities.

Summary of Job: The Golf Shop Associate is responsible for promoting the game of golf and the Club while providing excellent customer service to the members and guests. Responsibilities include providing quality service, assisting with all aspects of our merchandise operations, and servicing the golf shop operations.

Minimum Job Requirements:

- **High school diploma or equivalent;**
- **Prefer 2+ years of experience in retail, customer service, and sales that drives revenue - golf experience a plus**
- **Business knowledge and entrepreneurial spirit;**
- **Excellent use of email, social media, Excel, Word, POS systems (JONAS);**
- **Must be able to read, write, speak, and follow written and/or oral direction in English;**
- **Ability to receive and follow detailed instructions;**
- **High standards of integrity and reliability;**
- **Successful completion of drug testing;**
- **U.S. citizenship or valid work visa and passport.**

Essential Duties and Accountabilities:

- Ensures that incoming calls are answered timely with quality service standards, accurately ringing up charges at the register and properly checking in all golfers prior to play. This also includes proper cash handling procedures as well as making sure that all standards of operations are being met;
- Maintain control of the tee sheet, including walkups and pairings. Collect all fees while charging according to the daily rate; work with outside operations staff and locker room manager to ensure we are anticipating customer demands and service needs;
- Respond to inquiries and make tee-times for members and guests both in person and on the phone. Converse with members and guests in a friendly manner, always pleasant in conversation, smiling and respectful. Focus attention on members' and guests' needs and remain calm, professional, and courteous even when under pressure;
- Responsible for assisting with inventory controls, checking-in merchandise in accordance with procedures, and organization of storage and display areas. Keep up inventory levels

Updated: 3/9/2021



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- on the shop floor of constantly stocked items (i.e. socks, gloves, hats, balls, etc.). Follow up with the Merchandise Coordinator on all special orders making sure customers are aware of the receipt of their orders in accordance with established procedures;
- Take care of all returned merchandise and issuing proper credit to customer;
 - Provide assistance to the Head Golf Professional, General Manager, and the Merchandise Coordinator as needed;
 - Promote the game of golf and promote the Club while maintaining a high level of professionalism and service;
 - Perform close of business functions by following established guidelines and procedures;
 - Responsible for seeing that daily assignments are completed in their respective areas to meet Club standards and work areas are orderly/organized, straighten/arrange entry area by straightening/stocking/rotating stock of golf shop, etc.;
 - Notify Head Golf Professional or General Manager of Member/Guest complaints at the time they occur and rectify any complaints as soon as possible - practicing service recover;
 - Provides first class service to all;
 - Perform other jobs as assigned by management.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand for long periods of time, sit; walk; tolerate repetitive motions of hands, wrists and fingers; use hands to finger, handle, or feel; reach with hands and arms; talk; hear; visual acuity requirements including color, depth perception, and field of vision; Light work: Exerting up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Cognitive Demands: The cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

On-going attention, despite distractions of environment and workload; Ability to regularly trouble shoot and problem solve; maintain positive demeanor and functionality at all times despite stress of position; ability to multi-task and prioritize; ability to perform essential functions and maintain productivity under moderate stress on a regular basis and high stress on a periodic basis; ability to maintain professionalism despite negative customer/employee encounters; ability to understand and clearly communicate (verbal and written) in English; ability to learn; ability to follow instructions, listen to and comprehend direction.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment is usually moderate.

Supervisory Responsibilities: None.