

## **Golf Shop Attendant**

### **Rebel Creek Golf Club**

**Location:** Petersburg, Ontario Canada

**Department:** Golf

**Reports To:** Associate Professional

**Classification:** Full Time or Part Time

#### **Summary:**

Golf Shop Attendant will provide our customers with a high level of customer service, and will be responsible for processing credit card, debit card and cash transactions using a custom Point of Sale system. Other responsibilities will include cleaning and stocking the pro shop area and may include moving and cleaning golf carts. The start date for this position will be April 1<sup>st</sup>, weather dependent.

#### **Responsibilities:**

- Answer customers' questions
- Compute and record totals of transactions.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Establish or identify prices of goods and services, and tabulate bills using calculators or POS systems.
- Greet customers entering the establishment.
- Issue receipts, refunds, credits, or change due to customers.
- Maintain a clean and orderly golf shop area inside and outside.
- Receive payment by cash, cheque, credit cards, vouchers, or automatic debits.
- Resolve customer complaints.
- Compile and maintain non-monetary reports and records.
- Stock shelves, and mark prices on shelves and items.
- Perform minor maintenance work, and clean-up duties.

#### **Qualifications:**

- High school diploma or GED required
- Strong customer service and troubleshooting skills
- Exceptional conflict resolution, negotiation, and objection handling skills
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to work with minimal supervision
- Effective work habits

- Excellent organizational skills
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Computer literate, including effective working skills of MS Word, Excel and email
- Proven data entry and typing skills
- Professional appearance and manners
- Strong work ethic and positive team attitude

**Core Competencies:**

- Customer Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

**Working Conditions:**

- Manual dexterity required
- Overtime as required
- Lifting or moving up to 30lbs may be required

**To Apply:**

Please submit your resume and cover letter to Nick Striker at [golf.rebelcreek@golfnorth.ca](mailto:golf.rebelcreek@golfnorth.ca) Please write "Rebel Creek" - Golf Shop Attendant" in the subject line.

**Job Posting**

Rebel Creek requires an energetic, mature, motivated and career-minded new Golf Shop Attendant to provide our customers with a high level of customer service. Responsibilities will include the processing of cash, credit or debit card transactions. Other responsibilities will include minor clerical work, housekeeping and other duties as assigned.

Rebel Creek is part of the GolfNorth Properties family of courses offering competitive wage packages, an incredible work environment, and career advancement opportunities.