

This is a seasonal, hourly position that will work directly with LFGC staff in the running of day-to-day golf operations, and to the creation of a welcoming atmosphere for our customers and staff. All duties essential to pro shop and outside services (carts, practice facility, starter ranger) operations fall within the scope of this position; making tee times, checking in customers, answering phones, assisting with outings, and keeping customers informed of products and services. Pro Shop staff is also part of the outside service staff and will be required to in the capacity of outside service staff (carts, practice facility, starter) as required. This position will promote hospitality and goodwill with all patrons, remembering that customer service is our number one priority. Your appearance should always be neat and personality upbeat and friendly.

## **Experience Required**

- Excellent verbal communication skills
- Customer friendly
- Basic Golf course operations knowledge
- Basic knowledge of golf
- Must be able to adapt to situations.
- Flexible and eager to learn.
- Available 7 days per week – peak season

## **Essential Responsibilities**

- Book tee times using ForeUp reservation system or equivalent system.
- Use point-of-sale system to sell goods and services.
- Rotate through outside service shifts as required, cleaning and maintaining carts, and practice facility.
- Answer customer telephone calls
- Register players and send to starter in a timely manner.
- Assist customers with all questions and needs.
- Communicate effectively with public and fellow employees.
- Assist with opening and closing procedures.

- Clean and maintain pro shop and supporting areas, restrooms, entrance areas, etc.
- Assist professional staff with day-to-day operations.
- Enforce rules and policies.
- Perform other duties as assigned.