

Full Office Job Description

Full Seasonal Positions available

This is a golf/office retail position and is responsible for the overall guest experience. This position is a guest relations / customer service role responsible for greeting and checking in in golf course and campground guests, pro shop retail sales, and serving as a go-to resource golf and resort guest.

Summer Golf Pro Shop/ Campground Sales Associate

Seeking a Retail Sales Associate who is responsible for providing excellent customer service by welcoming customers, answering questions and make sure guests have a pleasant experience.

ROLE AND RESPONSIBILITIES

Answer phones, schedule tee times, manage course play, managing supplies, product knowledge, stocking of store inventory and opening and closing procedures. Pro-shop sales while following all cash handling policies. Follow all CWMG policies as detailed in the employee handbook. Customer service and communicating with co-workers and management. Maintain golf carts, cleaning of restrooms and office, and other duties as assigned.

Responsibilities:

- Open/Close Pro Shop
- Maintain a safe and clean work environment
- Knowledge of the Golf Game, course Rules and CBRA
- Ensure orderly play on course
- Prepare and distribute membership cards
- Communicate with marshal and camp hosts as needed
- schedule tee times
- product sales and rentals
- Store inventory stocking and tracking
- Campground guests' registration
- Assisting customers in making/adjusting reservations.
- Prepare end of night reports and prep host binder.
- Respond to customer inquiries in a calm and professional manor

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Excellent Customer Service

Honest and dependable
Basic computer skills

PREFERRED SKILLS

Knowledge of Square P.O.S.
Knowledge of ResNexus reservation system
Prior experience with retail sales
Ability to multitask in a busy environment