



## **JOB DESCRIPTION**

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**TITLE:** Golf Shop Assistant Manager

**REPORTS TO:** Golf Professional

**DEPARTMENT:** Golf Operations

**FLSA STATUS:** Non-Exempt (Hourly)

### **JOB SUMMARY:**

The Golf Shop Assistant Manager must be skilled, creative, and motivated and will supervise the day-to-day operation of the Golf Shop and merchandising concessions and, with the assistance of the Golf Pro, will supervise the Cart Attendants.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Supervising and coordinating the daily operations of the Golf shop with the Golf Professional to ensure a seamless check-in experience for guests.
- Developing buying strategies with the General Manager.
- Supervise merchandising.
- Assists with administrative duties related to leagues and tournaments.
- Utilizing the Point of Sale (POS) system for processing purchases and memberships, credit card transactions and inputting guest information.
- Answering the telephone
- Assisting with the tee-time reservation system.
- Keeping the Pro shop neat and orderly.
- Following guidelines for opening and closing duties, including cash handling responsibilities.
- Supervising Cart Attendants and providing corrective action, as necessary.
- Assist with the scheduling of staff to match demand patterns.
- Maintains a professional and service-oriented environment in the golf shop by exhibiting excellent interpersonal and customer service skills.
- Assist other department Managers in performing administrative functions.
- Owl's Nest Resort General Manager or Resort Ownership may assign other duties to maintain proper operations of the Club.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- 2–4-year college degree preferred.
- Ability to work a flexible schedule, which will include holidays, and weekend assignments.
- Knowledge of the game of golf, its rules, and regulations.
- Ability to work unsupervised.
- Organization and mindfulness, cheerful outlook, commitment to exceptional customer service, and ability to work as part of a team.
- Experience in the resort/hospitality industry helpful.

**LICENSURE/CERTIFICATIONS REQUIREMENTS:**

- Valid Driver’s License. Limited in state travel may be required
- TEAM Training Certification

**WORKING CONDITIONS:**

- Must be able to lift and stack objects up to 50 pounds occasionally and frequently exert 10 to 20 pounds of force to lift, carry, push, and pull or otherwise move objects.
- Work may involve frequent periods of standing, sitting, and walking.
- Work involves stooping, kneeling, crouching, twisting/turning, and reaching, bending at the waist. Indoor/outdoor work environment with exposure to weather extremes.

*I understand that the job description is not a comprehensive list of my job duties, and it is up to me, along with the Head Golf Professional or General Manager’s guidance, to determine the best and most efficient way to accomplish my job duties and responsibilities. I also understand that should my job duties change significantly, which may occur based on the business needs of White Mountain Country Club; it is my responsibility to notify the General Manager so that my job description is updated accordingly. I acknowledge that the job description will be used as the basis for my performance review.*

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Signature

\_\_\_\_\_  
Printed Name

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Date