



Team Member: Associate Golf Professional

Department: Golf Operations–Outside Services

Reports to: Head Golf Professional

While this outline attempts to be all encompassing, this position is expected to evolve beyond these categories. This role is expected to anticipate customer needs and make suggestions for improvement of the day-to-day operation on an ongoing basis. The role is expected to do anything and everything that will help the Golf Operations department accomplish its objectives.

**General Purpose:**

Assisting the Head Professional with administering all departments outside service operations and retail services including, but not limited to hiring, training, assisting with merchandise, operating POS system, managing handicap and tee sheet applications, guest relations, outside service or golf shop shifts as required or as assigned.

**Essential Duties:**

- Administers point of sales application revisions and needs as it applies to merchandise sales, and member/guest billing. Coordinates with Accounting Departments all policy and procedure revisions, updates, and implementation.
- Reconciles daily tee sheets, performs check-in, and receives payments from members and guests. Track all force posts and no-show charges as applicable.
- Promotes all club golf activities.
- Maintains a clean & orderly golf shop. Assists with procurement and merchandise and shop assistants with merchandising and sales.
- Help the Tournament/Event staff with golf events and outings including scorecards, cart labels, rules sheets, score sheets, proximity markers, format sheets, pairing sheets and hole assignments.

- Monitors all members' scores, reports handicapping to Golf Canada.
- Assists the Head Golf Professional in interviewing, hiring, training, planning, assigning, and directing work, evaluating performance, rewarding, and disciplining applicable employees, addressing complaints and resolving problems.
- Management of all Outside Operations department members.
- Schedules for all Outside Golf Operations employees including Starters and Marshals.
- Assists the Head Teaching Professional create lesson plans and provides both individual and group instruction.
- Ensure that effective orientation and training are given to all Outside Golf