

Pro Shop Supervisor

- Full time position from April to November
- Availability mornings, afternoons, evening and weekends
- Reports to: GM/ Golf Operations Manager

The Pro Shop Supervisor is responsible for the day-to-day operation of the Pro Shop. The candidate should possess a background in business and marketing, have knowledge of the game of golf and deliver excellent customer service. The candidate needs to have excellent organizational and communication skills, and must be able to work flexible hours including evenings and weekends. They must be self motivated, show initiative and be able to work both independently and as a team.

DUTIES:

- Opening and closing the Pro Shop
- Accounting for monies that pass through Pro Shop
- Preparing daily deposits and reports
- Entering daily sales/transactions into Quick Books
- Provide monthly financial reports
- Providing exemplary customer service which includes but is not limited to greeting members and public, answering the phone, fielding and directing inquiries
- Sales/processing of memberships, punch passes, green fees, shed rentals, cart rentals, and
- Inventory along with recording of all such sales as directed
- Requisition and maintain sufficient inventory and supplies
- Booking tee times
- Registering golfers for league play and tournaments
- Setting out markers for league play
- Inputting scores into handicap program
- Assisting with tournament and event organization
- Communicating with grounds staff any tournament preparation and course closures
- Charging, rotating and cleaning golf carts
- Marketing of golf course, tournaments, and events through all means possible to increase
- Memberships and green fee players
- Preparing posters advertising tournaments and special events
- Updating golf course's Facebook & Instagram page
- Complete and manage schedule for employees and volunteers
- Daily cleaning and maintenance of Pro Shop
- Maintain dress code
- Notify the GM or Golf Operations Manager of any concerns or problems

KNOWLEDGE & SKILLS REQUIRED:

- Excellent communication and people skills
- Computer skills to include knowledge of work processing, spreadsheets, email platforms, social media
- Knowledge of game of golf, rules, and tournament/league formats

QUALIFICATIONS:

- Background in business or marketing
- Experience with Tee On an asset
- Experience with QuickBooks program
- Experience with web design an asset

