



<b>Job Title: Golf Shop Counter Staff</b>	<b>Full-time or Part-time: YR Part-time OR Seasonal</b>
<b>Reports to: Head professional / DOG</b>	<b>Hourly or Salary: Hourly</b>
<b>Revised: 7/22</b>	<b>Name:</b>
<b>Prepared by: Todd Laxson</b>	

**Position Overview:**

The golf shop counter staff is an essential part of the experience of the golfers and golfers are the cornerstone of our operation. This position requires managing simultaneous tasks as getting golfers called to the first tee on time and ringing in golfers will all happen at the same time. The counter staff has many duties throughout a shift and depending on the shift, some duties will vary. There are three different shift possibilities for counter staff: Open, mid and closing shifts all start at different times and while many of the demands will be similar there are specific demands in each role that don't necessarily relate to the other counter staff roles. It is important to understand how all of the roles fit together so that there is a general direction each staff member is headed each day from the opening of the golf shop to the closing that evening.

**Principal Duties and Responsibilities (Essential Functions\*\*):**

- Customer service is an essential function of this profession
- Tee sheet management: current day, week, month and season
- Opening and closing duties including backing up computers, opening the safe and preparing the golf shop for the day.
- Cash handling
- Tournament and league golf preparation and execution
- Pro shop appearance
  - Merchandising
  - Organization
  - Inventory knowledge
- Other duties as needed or required

**Supervision Received:**

The Golf Shop Counter role will report directly to the Assistant Golf Professional as well as the Head Professional / Director of Golf.

**Supervision Exercised:**

When the full-time leadership are not at the facility, this position may be the supervisor on duty. They still have the ability and obligation to contact the Head Professional should anything out of the ordinary arise but for the most part, managing the closing duties of the operation will fall to the closing counter staff member in the golf shop.

**Qualifications & Skills:**

REQUIRED:

High school diploma or equivalent  
A minimum of one year in a retail sales environment  
Computer Skills and knowledge of credit card machines  
Cash handling and counting change

**Recreation Industry Proviso:**

Our shifts and needs vary every day and the golf course is open seven days a week the majority of the year. Weekend and holiday work is a given as it is some of our busiest periods and the staffing is maximized to handle volume.

**Preferred Skills:**

Golf product and current industry knowledge  
Certified fitting courses completed through manufacturers  
Successful conflict resolution experience  
Previous golf tournament and or league participation

**Compensation:**

This position when compared in duties in the area averages between \$12.80 and \$13.25 /hour depending on experience without benefits or guaranteed hours.

This position is being offered to you at \$\_\_\_\_\_ per hour without benefits or guaranteed hours.

**Indirect Compensation:**

There is also a golf benefit included in your employment at Cherokee Ridge that starts after your first two weeks of employment. The details of the golf benefit will be covered after acceptance of a position at Cherokee Ridge.

\*\* To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.