

## **Golf Shop Attendant**

### **Burford Golf Links**

**Location:** Burford, Ontario

**Department:** Golf

**Reports To:** General Manager/Golf Shop Manager

**Classification:** Full-Time OR Part-Time

#### **Summary:**

Golf Shop Attendant will provide our customers with a high level of customer service, and will be responsible for processing credit card, debit card and cash transactions using a custom Point of Sale system. Other responsibilities will include cleaning and stocking the pro shop area and may include moving and cleaning golf carts.

#### **Responsibilities:**

- Answer customers' questions
- Compute and record totals of transactions.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Establish or identify prices of goods and services, and tabulate bills using calculators or POS systems.
- Greet customers entering the establishment.
- Issue receipts, refunds, credits, or change due to customers.
- Maintain a clean and orderly golf shop area inside and outside.
- Receive payment by cash, cheque, credit cards, vouchers, or automatic debits.
- Resolve customer complaints.
- Compile and maintain non-monetary reports and records.
- Stock shelves, and mark prices on shelves and items.
- Perform minor maintenance work, and clean-up duties.

#### **Qualifications:**

- High school diploma or GED required
- Strong customer service and troubleshooting skills
- Exceptional conflict resolution, negotiation, and objection handling skills
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to work with minimal supervision
- Effective work habits
- Excellent organizational skills

- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Strong Computer skills, including effective working skills of MS Word, Excel and email
- Proven data entry and typing skills
- Smart Serve certified
- Professional appearance and manners
- Strong work ethic and positive team attitude
- First Aid certified is an asset

**Core Competencies:**

- Customer Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

**Working Conditions:**

- Manual dexterity required
- Overtime as required
- Lifting or moving up to 30lbs may be required

**To Apply:**

Please submit your resume and cover letter to Paul Mikelbrencis at [manager.burford@golfnorth.ca](mailto:manager.burford@golfnorth.ca). Please write "Burford Golf Links - Golf Shop Attendant" in the subject line.