

## **Golf Shop Attendant**

### **Salmon Arm Golf Club**

**Location:** Salmon Arm, British Columbia

**Department:** Golf Operations

**Reports To:** Head Golf Professional

**Classification:** Full-Time & Part-Time

#### **Summary:**

The Salmon Arm Golf Club is seeking individuals who are interested in joining our Golf Operations Team which is focused on providing the best golfing experience possible for our members and guests. This position is seasonal in nature, typically starting in mid-April and going until the end of October, weather dependent. We will have full time and part time positions available for the 2023 season. Due to the nature of our business, successful candidates will be required to work a variety of shifts including days, evenings and weekends. The 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.

#### **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
- Computer literate, including effective working skills of MS Word, Excel and email
- Proven data entry and typing skills
- Professional appearance and manners
- Strong work ethic and positive team attitude

**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 Cody Bell at [headpro.salmonarm@golfnorth.ca](mailto:headpro.salmonarm@golfnorth.ca). Please write "Salmon Arm Golf Club - Golf Shop Attendant" in the subject line.