



Pro Shop Attendant

Providence Golf Club
Richmond, Va 23236
Onsite – Part Time

Job Overview

The Pro Shop attendant ensures inside components of golf operations is facilitated. This specifically relates to customer check in, customer booking, pro shop cleanliness, along with other responsibilities to maintain a professional Pro Shop. Responsibilities adhering to safety protocols and delivering exceptional customer service while maintaining a fun, friendly and inviting guest experience to the golf course.

Responsibilities

- Provide welcoming first contact with each guest and ensure an enjoyable experience
- Provide information regarding the course, play time and other golf rules and cart conditions for the day
- Ensure pro shop is stocked of merchandise in a presentable way.
- Coordinates with Carts Attendant to maintain a consistent level of cart availability and to ensure guests are following the rules.
- Communicates to Carts, Starter and Ranger about any changes to the tee sheet or any updates that need to be addressed on the course.
- Manage Cart Staff with range, carts responsibilities and staffing as needed.
- Ability to explain golf products and services and information about Providence Golf Club to all guests.
- Work with Golf Professional in setup and execution of tournaments and outings.
- Report guest complaints promptly to management.
- Take cash, credit and debit cards for payments, issuing receipts as the customer prefers
- Keep all working areas attractive, neat and clean and free of trash
- Assist other positions as needed to ensure complete guest satisfaction

Qualifications

- Prior golf related experience a plus! Excellent customer service and communication skills
- Excellent listening and comprehension skills required
- Ability to deal with difficult people or situations in a positive and diplomatic manner.
- Must be safety conscious and knowledgeable about the game of golf
- Ability to stand for extended periods of time in a fast-paced environment
- Ability to work flexible schedules, including weekends and holidays as needed
- Attention to detail and ability to multi-task and work well under pressure
- Ability to lift 25lbs and bend while performing work duties
- Willingness to learn and follow instructions from management

Compensation

Minimum wage plus free golf at the course!

