



GOLF SPECIALIST

THE POSITION

This position, under the supervision of the Golf Course Manager and Assistant Manager, has important impact on the impression guests have of Simi Hills. From the on-line presence to special events and supervising front-of-house co-workers, this position makes significant contributions to the success of the golf course.

This position is typically assigned work hours of 25-35 hours per week, including weekends and holidays.

EXAMPLE OF DUTIES

The essential functions of this position may include, but are not limited to:

- Providing a welcoming environment as guests arrive at the course. This includes welcoming customers as they enter the clubhouse, and keeping the shop neat and organized, including dusting, vacuuming, and rotating inventory.
- Monitor pace of play, GPS units, bag drop, signage around the clubhouse and hourly bathroom checks.
- Manage social media. Create relevant posts for Facebook, Instagram and Twitter on an on-going basis.
- Provide fast and efficient response to telephone calls and manage other customer relationships.
- Operate and trouble-shoot point of sale and cash management systems, including cash handling issues.
- In coordination with restaurant concessionaire, teaching pros and course manager, develop special events, such as tastings (wine, cigars, scotch, etc.), nine-and-dine, back-nine competitions, clinics, club demos, intro classes, etc.
- Work with management to identify, prioritize and supervise maintenance/repair projects around the facility.
- Monitor golf assistant activities and performance. Assure they are actively engaged in their assignments and assign additional tasks as needed. Enforce appearance standards and provide coaching as appropriate.
- Manage, publish and update staff schedules, including golf shop, cart/range staff, marshals and clubhouse/maintenance.
- Assist Golf Course Manager and Assistant Manager with interviewing and training.
- Develop plan for event calendaring to promote the golf course – publicizing public events in social media as well as in clubhouse locations. Determine feasibility of centralizing notices in the clubhouse facility.

Perform other related work as assigned.

EMPLOYMENT STANDARDS

Education: High School Diploma or equivalent required.

Experience: Requires a minimum of three years of golf shop or other customer service-related experience.

Skills and Abilities: Must have a full understanding of social media, sales systems and inventory management. Requires the ability to read and understand written instructions; attention to detail and focus on cleanliness; use good judgment in carrying out written or oral instructions. Must be self-starter with ability to initiate, execute and promote special projects and events. Friendly, customer-oriented attitude required, as is knowledge of the game of golf and rules of golf.

License: A valid California driver license and a good driving record are required.

PHYSICAL ACTIVITY REQUIREMENTS

Position requires standing or walking 70% of the time or more; frequent lifting and carrying loads to 30 pounds and occasional pushing/pulling loads to 50 pounds; occasional lifting to 50 pounds; frequent bending, kneeling/squatting, reaching overhead/stretching, working on rough or uneven terrain; occasional crawling and the necessary dexterity for handling and operating office/retail equipment.