Golf – Shop Assistant

ABOUT OKI GOLF:

At Oki Golf, Our business is hospitality! We are committed to a culture that encourages growth and development, recognizes team member's hard work and commitment to service, and rewards team members for process improvement ideas and going above and beyond. If you truly have a passion to serve others and are committed to working hard, this is the place for you.

POSITION SUMMARY:

As a Golf Shop Assistant, you will be responsible and accountable for the daily operations of the golf shop and you will coordinate with the Head Golf Professional/Director of Golf to provide exceptional service to our guests. This includes meeting or exceeding our established standards for guest satisfaction, sales and financial performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

* Assist the Golf Shop in achieving targets through the maximization of the tee sheet.
* Use all golf shop related systems efficiently, including EZ Links, Jonas, Eclipse and ValueTec.
* Initiate contact with guests within 15 feet, with a sincere welcome. At the conclusion of the guest’s visit, offer a genuine thank you and invitation to return.
* Answer the phone within 3 rings.
* Greet guests and assist them throughout their time in the golf shop in a friendly, and courteous manner.
* Always yield to the guest.
* Assist with tournament operations as directed by the Tournament Coordinator and/or Golf Professionals.
* Maintain effective communication between all staff members in regards to course operations.
* Lead by example, setting a benchmark of performance in the areas of innovation, motivation, and engagement.
* Use suggestive selling techniques to ensure guests have everything necessary for their round of golf along with their use of property amenities.
* Assist in achieving targets for retail revenues.
* Knowledgeable regarding the Oki Golf program offerings and provide education to guests on the benefits.
* Must uphold a clean and orderly appearance and be dressed in uniform at the start of each shift.
* Assist in maintaining a clean environment including picking up trash in visible areas and eliminating clutter.
* Knowledgeable regarding hours of operation, pace of play, group event detail, as well as FAQ sheet.

QUALIFICATIONS, EDUCATION AND/OR EXPERIENCE:

* Able to work well under pressure and balance multiple priorities and assignments while being in the public eye.
* Must have a passion for serving guests and their satisfaction is your satisfaction in a job well done.
* Ability to work well under pressure and balance multiple priorities and assignments to meet deadlines.
* Must be comfortable working in a fast paced environment where continuous improvement is expected.
* Must be able to consistently achieve high work standards; attention to detail, accuracy and timeliness a must.
* BA, degree, college or university program certificate preferred; or two to four years of related experience and/or training; or equivalent combination of education and experience.
* Good working knowledge of the golf business.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the team member must:

* Lift, reach, bend, twist, push, pull, squat, grasp and use arm-hand coordination on a consistent basis
* Have the ability to lift 50 pounds occasionally.
* Be able to work weekends and holidays, mornings and evenings as business demands.

BENEFITS AND PERKS:

Oki Golf offers an impressive collection of benefits! Some benefits include:

(35hrs + per week) may be eligible for:

* Medical/Dental/Vision/Telehealth Coverage
* FSA options
* Company paid Life Insurance and Long Term Disability
* 401(k) with company match
* Paid Vacation

(30hrs + per week) may be eligible for:

* Medical/Telehealth Coverage
* FSA options

All Team Members:

* 401K with Company Match
* Golf Benefits, Meal and Merchandise discount
* Paid Sick Time
* Team Member Referral Program and more!

*Oki Golf is proud to be an equal opportunity employer. We are committed to creating an inclusive environment, and we welcome and encourage people of all backgrounds, perspectives, experiences, and skills to apply.*

*All employment decisions at Oki Golf are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. We will not tolerate discrimination or harassment based on any of these characteristics.*