



JOB POSTING

Date of Notice: March 10, 2010

Position Title: **ASSISTANT GOLF PROFESSIONAL**

Job Location: BANDON DUNES GOLF RESORT

Position Reports To: Head Golf Professional

Application Closing Date: Until Filled

Send Application To: Human Resources
Bandon Dunes
57744 Round Lake Drive
Bandon, OR 97411
541-347-5850 (fax)
jobs@bandondunesgolf.com

Primary Duties and Responsibilities:

- Assist and implement applicable Company operating, human resources, and safety policies and procedures pertaining to golf shop, outside services, and caddy program activities. Ensure procedures are followed to open, close and secure the golf shop and storage buildings.
- Handle cash flow in the golf shop, ensuring that cash and credit card charges balance with sales receipts in accordance with operating procedures.
- Monitor the performance of assigned staff including golf shop attendants, starters, rangers and outside service staff to ensure customer service standards and productivity goals are achieved.
- Ensure that the golf shop, storage areas, and grounds are maintained per Company cleanliness and appearance standards. Maintain clean, presentable and fully stocked merchandise displays.
- Assist with physical inventory at month end in accordance with inventory procedures.
- Ensure accurate tracking of types and quantity of golf rounds played. Monitor customer preferences, usage patterns, and satisfaction with Company products and services. Assess the quality of internal and/or external customer service and speed of play. Recommend plans for continued improvement.
- Interact members and guests in a congenial and professional manner.
- Maintain pleasant and professional telephone manner at all times. Schedule tee times and handle customer inquiries and/or complaints in accordance with operating policies and procedures.
- Assist with individual and group lesson programs and golf clinics.
- Assist with organizing and implementing tournaments, group outings and special events. Ensure efficient operation and coordination of golf shop, cart service and other services as applicable.
- Be fully knowledgeable of golf shop merchandise. Sell merchandise and/or provide suggestions to patrons as appropriate to meet their needs.
- Assist with organizing and maintaining ancillary services such as the handicapping system, membership programs and driving range facilities.
- Assure the efficient and timely submission of all required reports.
- Perform additional duties as required.

Qualifications:

- BA / BS degree preferred.
- PGA apprentice or better preferred.
- Min 1 year experience in the golf or hospitality industry preferred.
- Demonstrated experience and capability in the areas retailing, marketing, and/or sales and customer service, and/or sales, customer service and guest relations preferred.
- Demonstrated quality written, verbal, interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.
- Positive attitude, professional manner and appearance in all situations.

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