



Title: Golf Shop Assistant
Property: Chambers Bay
Reports to: Head Golf Professional
Position Status: Part-time, Seasonal or Non-Seasonal, Hourly, Non-Exempt

Job Description

Property Description:

Chambers Bay, host of the 2010 U.S. Amateur, 2015 U.S. Open, 2021 U.S. Amateur Four-Ball, and 2022 U.S. Women's Amateur Championships, is Washington State's golf masterpiece – a unique tribute to the historic links of Scotland and Ireland. With the Puget Sound providing a serene backdrop, this breathtaking layout winds through a stunning coastal setting, among windswept dunes and native grasses. For additional information regarding Chambers Bay and photos, please visit our website at www.chambersbaygolf.com.

Position Summary

Responsible for selling golf shop merchandise to customers, handling cash and credit transactions, answering phones, interacting with patrons, and providing information and handling request and complaints with a positive attitude and in a friendly, professional manner. Assists with inventory control, maintains the cleanliness of the golf shop and ensures the merchandise displays are properly stocked and organized.

Essential Duties and Responsibilities

- Collect money or process credit cards, record sales transactions and issue receipts for all merchandise sales, greens fees, car/pull cart rental fees and club rental fees.
- Be fully knowledgeable of golf shop merchandise. Sell merchandise and/or provide suggestions to patrons as appropriate to meet their needs. Assist customers with special merchandise orders.
- Answer phones, 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. Take messages for patrons who may be on course.
- Interact with pass-holders, members and guests in a congenial and professional manner. Assist patrons with information regarding tournaments, special events, club activities, policies, etc.
- Assist in packing and/or unpacking inventory, arranging and displaying golf shop inventory. Assist with physical inventory at month end in accordance with inventory procedures.
- Ensure that the golf shop is maintained per Company cleanliness and appearance standards. Maintain clean, presentable and fully stocked merchandise displays.
- 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.
- Assist with organizing and maintaining ancillary services such as the handicapping system, membership programs and driving range facilities.
- Perform other duties as appropriate.

Education/Qualifications/Certifications

- High school education preferred.
- 1 year experience in golf shop and/or customer service/retail sales environment preferred.
- Familiarity with rules of golf and golf course etiquette.
- Demonstrated quality written, verbal, and interpersonal communication skills.

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- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including weekends.
- Positive attitude, professional manner and appearance in all situations.

Position Physical Requirements

Must have the ability to:

- Read and write (English)
- Communicate verbally with staff members and/or customers
- Give and/or follow verbal and written instructions
- Supervise subordinates
- Visually inspect all work areas
- Operate equipment for several hours at a time
- Perform mathematical calculations involving fractions, decimals, and percentages
- Retrieve, read and interpret information from technical sources
- Stand, sit, walk, push, pull, lift, grasp, bend and kneel for up to 5 hours at a time
- Lift up to 100 lbs occasionally, 50 lbs frequently, and 20 lbs constantly

Working Conditions

Work hours may include days and evenings on weekdays and weekends. Subject to inside and outside environmental conditions. May be exposed to inclement weather, potentially dangerous chemicals, solvents, pesticides, herbicides, and fertilizers, misdirected golf balls, sharp and rapid equipment movement on a daily basis. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed.

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