



EASTWARD HO! GOLF OPERATIONS

JOB DESCRIPTION

Title/Position: ASSISTANT GOLF PROFESSIONAL

Reports To: Head Professional / 1ST Assistant Professional

Supervises: Pro Shop Assistants / Interns and Player Services Staff

Job Summary: Work directly with Head Professional and First Assistant to insure the successful operation of the Golf Services Department and assist with the management of the Player Services Department. Be a key “front-line” staff member by being visible and accessible to the membership. Perform the daily tasks in the pro-shop and in the player services operations as required. Act as main support staff member for the retail operations and work directly with Merchandise manager. Provide unequalled service in all areas on a daily, consistent basis.

Specific Responsibilities – include but are not limited to:

- Satisfy the wants and needs of the membership – Exceed expectations!
- Conduct oneself in a professional manner and maintain a professional image at all times.
- Assist with opening and closing of the Pro Shop, to ensure policies and procedures are followed and to be completely prepared for your shift.
- Assist with golfer check in and registration, maintain the tee sheet entries, and oversee the proper billing for all member and guest play.
- Work scheduled Pro Shop shifts and performs all duties as related to P&P.
- Work scheduled Player Services shifts and perform all duties as related to P&P. Shifts will include starter duties, ranger runs, and supervision of practice facilities.
- Manage and supervise the Pro Shop staff/interns and the Player Services staff.
- Assist in managing tournament operations and weekly events including pre-event set up, post event scoring, and prize distribution. – Men’s, Ladies, Twilights, ½ Day MG etc.
- Assist in coordinating golf events and activities with other departments.
- Assist in the inventory control of hard goods, soft goods, and special orders. Be completely trained in ordering procedures, receiving procedures, inputting product into the POS system, pricing/labeling procedures, displaying of product, and promoting sales.
- Responsible for the USGA Handicap System; print and display bi-monthly reports.
- Junior Golf coordinator that is required to help run all Junior Golf activities as required by the Junior Golf Leader and Head Professional.
- Assist in golf clinics and provide individual lessons as requested.
- Play golf with a variety of members in competitive and non-competitive situations.
- Continually provide ideas to upgrade/improve operations.
- Perform other duties and assist other departments as needed and required.

Knowledge, Skills, and Traits:

- Maintain PGA of America membership in good standing in an active classification.
- Necessary knowledge of the game of golf, rules of golf, golf facility operations manual, and the golf tournament operations.
- Essential supervisory practices and principles in line with club policies and procedures.
- Possess exceptional people skills and exhibit supreme confidence in abilities while remaining humble and honest.
- Act as a role model for all employees by demonstrating the behavior and work ethic expected of all employees.
- Enforce all club policies that govern the use of the golf course, golf carts, practice facilities, and USGA Rules of Golf.
- Strong organizational, planning, and prioritizing skills.
- Excellent communication skills with supervisors, Player Services and Pro-Shop staff.
- Self-motivated Professional with a “lead by example” approach and “team first” attitude.
- Providing the highest level of customer service with a “pledge of service” at all times.
- Experienced in written and oral business communications.
- Excellent computer skills including Microsoft Word, Excel, and other programs.
- Proficient with email (outlook etc.), internet, and tournament software (Event Man).
- Knowledgeable in the use of technology for teaching, club fitting and enhancing the member experience. Trackman in 2019.
- Proficient with the use of Social Media and other communication outlets.
- Provide a friendly learning environment for players of all ages and abilities.
- Reliable, smart, quick, and cool under pressure. A grounded supervisor that focuses on detail, consistency, member and staff relations, and teamwork.
- Attend conferences, workshops, meetings, and trade shows to keep abreast of marketing and business trends and advancements.
- Proficient in golf club repair and re-gripping.
- Maintain a creditable golf game and keep up with current teaching innovations.

Miscellaneous:

The Assistant position is designed to train and educate the Professional so he or she will learn and hone their skills. The goal is either for the Assistant to evolve in to the 2nd or 1st Assistant position here or at another Club in a timely manner.