



## Fall Proshop Attendant

### Company Overview

Come work & play what is one of the best golf experiences in the Greater Toronto Area. For over 35 years we have been tweaking our formula to create a place for the game that builds excitement, a welcome that brings warmth and an attitude that makes it fun for everyone – our mission – Excitement, Warmth and Fun!

Our property is a complete “stunner” ...just over 30 minutes from downtown yet completely immersed in 300 acres of the most magnificent forests of the Oak Ridge Moraine. Just tour down the driveway to set the stage for a great experience!

The clubhouse and all surrounding buildings are styled as they should be in this natural setting- timeless log buildings that remind you of some of your best summer cottage days. You'll feel immediately relaxed and comfortable in this environment.

It's the staff that makes it fun. Over 35 years, we've worked with many hundreds of people that are now part of the Pheasant Run Community. We're proud of our connection with them and the great community of players that have made Pheasant Run their golf destination.

### Job Overview

Do you have experience working in a golf pro-shop, merchandising, up-selling and providing exceptional customer service? Pheasant Run Golf Club is hiring **Proshop Attendants!** If you are organized, have attention to detail, can work under pressure and have a sense of urgency when it comes to delivering exceptional customer service, keep reading to see if this role is for you!

## **Proshop Duties**

- Opening and closing the Proshop, including nightly reporting
- Maintain Proshop cleanliness and tidiness at all times
- Maintain displays and rotate merchandise on a regular basis to ensure a fresh look in the Proshop, sell Proshop merchandise
- Attend to the Reservations line, book tee times and answer inquiries
- Deliver excellent customer service in a friendly and professional manner
- Perform all duties in accordance with daily procedures
- Assist members/guests with questions and concerns
- Stay in constant contact with the Outside Services team
- Print cart plates as required
- Contribute to the coordination of all member and guest events and functions
- Maintain communications book
- Handle guest complaints in a friendly and professional manner, report complaints to the Director of Golf
- Provide daily sales report to the Director of Golf
- Assist the F&B team when required
- Assist the Outside Services team when required
- All other duties as assigned

## **Requirements and Qualifications**

- High school level English communication skills
- Prior experience in golf or front desk operations an asset
- Prior retail experience an asset
- Proficiency with Microsoft Office required
- Excellent public relations skills
- Must excel in customer service
- Proven organizational skills and an attention to detail
- Strong communication skills and a proven ability to work well in a team environment
- Be neat and professional in appearance

## **PHYSICAL ENVIRONMENT and REQUIREMENTS**

- Work under pressure
- Work in a fast-paced environment
- Inside Pro-Shop (and sometimes outside in a variety of weather conditions)
- Must be able to lift 25 LBS
- Long periods of standing on your feet
- Must be willing to work morning shifts, evening shifts, weekends and holidays

Pheasant Run Golf Club is committed to providing a fair and equitable work environment and encourages applications from qualified women, men, visible minorities, aboriginal peoples and persons with disabilities. As per the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA), Pheasant Run Golf Club will accommodate the needs of applicants with disabilities throughout all stages of the selection process. If you need accommodation during the recruitment process, please advise Human Resources.

To be eligible to apply for this position you must be legally entitled to work in Canada. We are not accepting international applicants without a valid work permit. We thank all applicants for their interest. **Only successful candidates will be contacted.**

Job Type: Full-time Seasonal / Part-time Seasonal

Salary: \$16.55 per hour

Benefits:

- Company events
- Discounted food
- Golfing discount for yourself and guests
- Proshop Store discount

Schedule:

- 8-hour shift
- Morning, afternoon, and evenings, weekends and holidays

Experience:

- Retail Associates & Cashiers: 1 year (preferred)
- Customer Service: 1 year (preferred)