



Position Title: Shop Assistant

Department Name: Turtle Bay Golf Shop / Operations

Location: Golf Pro Shop

Reports to: Lead Shop Assistant / Merchandising Manager / Director of Golf

Office & Travel Requirements: NA

FLSA classification: Non-Exempt – FT, PT, OC

Created/updated on: Feb 2025

Position Summary:

The Golf Shop Assistant is responsible for providing excellent customer service to all guests, assisting with the sales of golf merchandise, managing inventory, and supporting the day-to-day operations of the golf shop. This role combines customer service with retail management to ensure a positive shopping experience for all visitors.

Key Responsibilities:

- Greet and assist guests in the golf shop and over the phone, answering questions regarding products, services, and golf course amenities. Provide recommendations for merchandise, equipment, and apparel.
- Follow established procedures and protocols, including those for customer service, returns, and exchanges, as well as handling opening and closing duties.
- Provide assistance to guests in person and over the phone with booking tee times and answering any questions related to course schedules and events.
- Operate the point-of-sale (POS) system, process transactions, and handle cash, credit card, and check payments. Ensure accurate sales records and manage till balances.
- Maintain stock levels of golf merchandise, apparel, and equipment. Assist in receiving, stocking, and organizing products. Conduct inventory counts and report low stock or product issues to the manager.
- Ensure that the store is organized, well-stocked, and visually appealing. Create attractive product displays to encourage sales and highlight seasonal or promotional items.
- Work closely with the Golf Shop Manager to assist in creating and executing strategies aimed at boosting sales and enhancing customer satisfaction
- Keep the golf shop clean and tidy, including shelving, counters, and fitting areas. Assist in keeping the store organized and free of clutter.
- Help promote special offers, discounts, or new products to customers and provide assistance in executing any sales or marketing initiatives.
- Assist with golf events and tournaments

Minimum Qualifications: Applicants must minimally meet these to be considered for the role.

1. High School Diploma or GED
2. Must be at least 18 years of age

Additional Requirements:

1. Previous experience in retail or customer service is preferred but not required. A background in golf or sports retail is a plus.



2. Must possess excellent verbal communication skills with the ability to engage with customers in a friendly and professional manner.
3. Must be able to operate POS and computer system. Ability to handle cash transactions, process credit payments, and give accurate change.
4. A keen eye for ensuring that the shop is well-organized, with merchandise properly displayed and stock levels accurately managed.
5. Ability to stand for long periods, move items, and maintain a clean work environment.
6. Must follow all safety protocols while working in golf pro shop and interacting with guests.
7. Ability to work various shifts, including weekends and holidays, based on business needs.

Supervisory Responsibilities:

The Golf Shop Assistant **does not** currently have direct reports.

Working Conditions

1. The Golf Shop Assistant works primarily indoors within the golf shop area.
2. The role requires standing for extended periods, walking around the shop, and occasionally lifting boxes or merchandise (up to 25-30 lbs). The assistant may also be responsible for stocking shelves and arranging displays.
3. Shifts may vary, with early mornings, evenings, weekends, and holidays being the most common. Flexibility in scheduling is required due to the nature of golf course hours.

EMPLOYEE ACKNOWLEDGEMENT

I have received a copy of this job description and have had the opportunity to ask questions about and discuss the contents herein with my supervisor or another company representative. I understand that this job description is not a contract of employment, express or implied, between the Company and me, nor should any representations, verbal or otherwise, be construed as committing the Company for employing me for any definite term. I understand that my employment with the Company is at-will, which means that either the Company or me may terminate the employment relationship at any time for any lawful reason, with or without notice.

I understand the duties and responsibilities assigned to me. I understand that the responsibilities listed herein are not all inclusive and I may be asked to perform other duties as required. Furthermore, I understand that they are intended as guidelines and, as necessary, may change over time.

Employee Signature

Date

Print Name