

Assistant Golf Professional Job Description
HRD



**HART
RANCH**

golf club

Position Title: Assistant Golf Professional

Reports To: Director of Golf

FLSA Status: Non-Exempt (Full-time, hourly)

Supervisory Responsibilities: Assigned golf shop and outside service staff.

Position Summary:

The Assistant Golf Professional is instrumental in organizing and implementing golf events, tournaments, outings, and leagues in addition to teaching clinics and other golf programs designed to improve Hart Ranch Golf Club's products, services, and competitive position in the marketplace.

The Assistant Golf Professional assists the Director of Golf with outside service operations and golf shop activities at Hart Ranch Golf Club. This position is responsible for ensuring pass-holders, members, and guests receive outstanding customer service that meets or exceeds expectations.

Responsibilities and Essential Functions:

- Assist with organizing and implementing tournaments, leagues, group outings, and special events. Ensure efficient operation and coordination of golf shop, cart service, and other services as applicable.
- Plan and conduct individual and group lesson programs and golf clinics.
- Handle customer inquiries and complaints in accordance with operating policies and procedures.
- Schedule tee times and assist with organizing and maintaining ancillary services such as the handicapping system, membership programs, and driving range facilities.
- Interact with pass-holders, members, and guests in a congenial and professional manner.
- Monitor the performance of assigned staff including golf shop attendants, rangers, and outside service staff to ensure customer service standards and productivity goals are achieved.
- Adhere to policies and procedures for safety, outside service activities, and golf shop operations.
- 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.
- Ensure the golf shop, storage areas, cart shed, and grounds are maintained per Company cleanliness and appearance standards.
- Assist with physical inventory in accordance with inventory procedures including receiving, invoices, inventory counts, and signage. Maintain clean, presentable, and fully stocked merchandise displays.
- Maintain a working knowledge of golf shop merchandise. Sell merchandise and/or provide suggestions to patrons as appropriate to meet their needs.
- Perform additional duties as required.

Requirements and Qualifications:

- Demonstrated quality written, verbal, and interpersonal communication skills.
- Ability to analyze, solve problems, and handle multiple duties under pressure with minimal supervision.
- Ability to work flexible hours as required by the position, including evenings and weekends.
- Maintain a positive attitude and professional appearance in all situations.
- Minimum of one year of experience in the golf or hospitality industry is preferred.
- Professional Golf Association apprenticeship or Ladies Professional Golf Association apprenticeship is preferred.
- Demonstrated experience in retail, marketing, sales, customer service, and/or guest relations is preferred.
- Bachelor of Arts or Bachelor of Science degree is preferred.