

## CITY OF HAMILTON

### PUBLIC WORKS DEPARTMENT CORPORATE ASSETS / CAPITAL PLANNING DIVISION

#### ASSOCIATE GOLF PROFESSIONAL

##### SUMMARY OF DUTIES

Reports to Golf Professional. Required to operate the golf guest services area at either of the City owned and operated golf courses. Teach various types of lessons, camps and clinics.

##### GENERAL DUTIES

Teach group, semi-private, and private lessons.

Ensure quality and consistency of service within the guest services by other staff members.

Demonstrate and mentor to all staff in a professional demeanor and with superior customer service level.

Regulate the coordination of the Golf Shop Attendants, Pace Watcher Guides, and Guest Services Attendants for effectiveness and efficiency.

Forward customer comments, complaints, and incidents to the Golf Professional.

Promote sale of golf shop merchandise.

Ensure that proper inventory counts and levels are maintained.

Receive deliveries, enter inventory into database, and report to the Golf Professional.

Implement and maintain a viable junior program.

Offer customers informed golf advice.

Schedule golf cart bookings and provide information on golf packages.

Bill and maintain detailed accounts of all golf bookings.

Create appropriate tee sheets on the Jencus Booking System as required.

Ensure all members and guests are given appropriate information regarding Golf Club rules and regulations at upcoming events.

Understand and carry out the Golf Shop and City of Hamilton's policies and procedures and the rules and regulations governing the use of the club.

Constantly analyze the golf operation and suggest improvements for efficiency and customer service.

Understand and be a reference for all tee times.

Maintain the golf shop counter; ensure area is clean and presentable at all times.

Liaise with other department personnel as required.

Assist with recording and maintaining statistics on rounds of golf (i.e. daily, weekly, monthly and yearly). Forward statistics to the Manager of Golf & Stadium Operations.

Assist Golf Shop Attendant as required.

Supervise pro shop staff in the absence of the Golf Professional.

Reconcile daily cash balance sheets and part-time staff timesheets in the absence of the Golf Professional.

Perform other duties as assigned which are directly related to the responsibilities of this position.

**QUALIFICATIONS**

1. Previous golf experience related to duties listed above normally acquired through a combination of education and relevant work experience.
2. Must have Class A status and be a member in good standing with the Canadian Professional Golfer's Association.
3. Demonstrated experience teaching various types of golf lessons and assisting with golf programs.
4. Must be a certified club fitter.
5. Must have club repair skills.
6. Must have sound knowledge of the RCGA rules of Golf.
7. Good interpersonal and communication skills.
8. High degree of customer service skills and self-motivation.
9. Demonstrated ability to deal with customer requests for service and respond promptly to customer needs.
10. Must be a results-oriented individual with a commitment to customer service and team-building.
11. Experience in the use of computers. Working knowledge of Word, Excel, retail point of sale software and database software.
12. Demonstrated ability on cash handling and reconciliation.
13. Demonstrated ability to maintain files and records.
14. Class "G" driver's Licence.

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**