



## ASSISTANT PRO SHOP MANAGER / CUSTOM FITTER

### ***PRIMARY JOB PURPOSE***

This position is responsible for supporting the Pro Shop Manager in overseeing retail operations within the Club. The focus is on delivering exceptional service to all members and guests. Assists the Pro Shop Manager in running the Pro Shop business profitably, managing inventory, and driving sales. Manages all custom fittings and equipment repair requests.

### ***KEY RESPONSIBILITIES***

- To focus on ensuring that the Pro Shop operation is professionally managed, ensuring that member and guest expectations are surpassed in keeping with the status and tradition of the Club.
- To ensure an exceptional level of service is provided to all members and guests assisting with inquiries, purchases, and reservations of stock/equipment relating to golf, sports, and lifestyle merchandise and equipment.
- Together with the Proshop Manager, oversee the day-to-day operations of the Pro Shop, ensuring it is well-maintained, neat, and organized.
- Assist with the management of the Pro Shop operation within the defined operating budget whilst focusing on the increase of revenue generation potential, ensuring added value is achieved for members and guests.
- To assist the Management team in providing and implementing a clear strategy for Pro Shop operations which includes providing an exceptional customer/member experience, helping to grow rounds and revenues in all areas, and maximising profits.
- Ensure the upkeep and safekeeping of all assets, inventory, and resources.
- Monitor inventory levels, order merchandise, and manage stock rotation to optimize sales and minimize losses.
- Together with the Pro Shop Manager, implement effective merchandising strategies, including visual displays and product placements, to enhance the shopping experience.
- Maintain cleanliness and organization in the retail space, including regular inventory counts and restocking.
- Maintain accurate records of sales, inventory, and customer transactions according to the Club's policies and procedures.

- To supervise junior staff in the Pro Shop and assist in training and developing Pro Shop staff under the supervision of the Pro Shop Manager, and ensure policies, procedures, and controls are in place and well managed ensuring high levels of customer satisfaction.
- Assist with the planning and executing of promotional events, sales campaigns, and product launches to drive revenue growth.
- Stay updated on industry trends, new products, and competitors to make informed decisions regarding product selection and pricing.

## ***PERSONAL ATTRIBUTES & SKILLS***

- Excellent communication skills (both written and verbal).
- The ability to perform well under pressure.
- Attention to detail and a high level of accuracy in all tasks.
- Self-motivated with a desire to market and promote.
- Excellent service ethic that prioritizes customer satisfaction.
- Ability to make quick decisions.
- Proficient in Microsoft computer skills (Excel, Word, email).

## ***MINIMUM / PREVIOUS EXPERIENCE***

- Previous working experience in the golfing industry, particularly retail.
- Working knowledge of golf games, golf-related products, and equipment.

## ***QUALIFICATION***

- Matric or equivalent
- Diploma or tertiary qualification (preferred)
- PGA Qualification (preferred)

## ***PROPERTY***

- Woodmead

**APPLY NOW!**

## ***APPLICATION PROCESS:***

Interested applicants must submit their CVs to [careers@ccj.co.za](mailto:careers@ccj.co.za) by no later than **15<sup>th</sup> April 2024**.