



PRO SHOP MANAGER

PRIMARY JOB PURPOSE

This position is responsible for managing the Pro Shop and overseeing retail operations within the Club. Focus on providing an exceptional level of service to every member and visitor. Ensures that the Pro Shop business is run profitably, managing inventory, and driving sales. Manage all Proshop-related staff members.

KEY RESPONSIBILITIES

- Providing exceptional service to all members and guests.
- Assisting with enquiries, purchases, and reservations of stock/equipment relating to golf, sports, lifestyle merchandise, and equipment.
- Overseeing the day-to-day operations of the Pro Shop, ensuring it is well-maintained, neat, and organized.
- Managing the Pro Shop operations in accordance with the defined operating budget, while increasing revenue and ensuring added value is achieved for members and guests.
- Assisting the Management by 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 maximizing profits.
- Ensuring the upkeep and safekeeping of all assets, inventory, and resources.
- Monitoring inventory levels, ordering merchandise, and managing stock rotation to optimize sales and minimize losses.
- Implementing effective merchandising strategies, including visual displays and product placements, to enhance the shopping experience.
- Maintaining cleanliness and organization in the retail space, including regular inventory counts and restocking.
- Maintaining accurate records of sales, inventory, and customer transactions according to the Club's policies and procedures.
- Developing and implementing strategies to increase Pro Shop revenue and profitability.
- Managing, training, and developing Pro Shop staff under the supervision of the Golf Director, and ensuring policies, procedures, and controls are in place and well managed to ensure high levels of customer satisfaction.
- Planning and executing promotional events, sales campaigns, and product launches to drive revenue growth.

- Staying updated on industry trends, new products, and competitors to make informed decisions regarding product selection and pricing.
- Performing any other duties as required

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 employees must submit their CV's to careers@ccj.co.za by no later than **15th April 2024**.