



PRO SHOP ASSISTANT / RETAILER X 2

PRIMARY JOB PURPOSE

This position is responsible for and required to oversee the execution of daily operations and promote sales of the Golf Shop, including related services and administration for smooth, exceptional Member experience and service. Execute related services and functions and directly run operations in the shop by meticulously looking after clients and operations promptly and efficiently resolving any problems, queries, or deviations from normal operations for clients.

KEY RESPONSIBILITIES

- Greet customers and provide outstanding service in person and over the phone.
- Assist customers with golf bookings, tee times, and inquiries.
- Manage golf scoring systems and ensure accuracy of scores.
- Maintain inventory of golf merchandise and restock as needed.
- Help customers with purchases and provide product knowledge and recommendations.
- Process Member Accounts and credit card transactions accurately and efficiently.
- Monitor and maintain cleanliness and organization of the golf shop.
- Assist with monthly stock takes and identify cost-saving opportunities.
- Complete general administrative tasks, including data entry and filing.
- Build and maintain strong relationships with members to ensure customer satisfaction.

PERSONAL ATTRIBUTES & SKILLS

- Strong organizational and multitasking skills.
- Excellent communication and interpersonal skills.
- Exceptional client service and relationship building skills.
- Proficiency in store management, stock and cost savings, golf scoring and general administrative work.
- The ability to work in a fast-paced environment.
- Attention to detail and a high level of accuracy in all tasks.
- Basic computer skills, including Microsoft (Excel, Word, email)
- Flexible schedule, including weekends and holidays.

MINIMUM / PREVIOUS EXPERIENCE

- Previous working experience in customer service role.
- Proficiency in using golf booking management software – preferably Jonas.

QUALIFICATION

- Matric or equivalent
- PGA Qualification (advantageous)

PROPERTY

- Woodmead

APPLY NOW!

APPLICATION PROCESS:

Interested applicants must submit their CVs to careers@ccj.co.za by no later than **16th April 2024**.