



JOB POSTING

Posting Date: April 26, 2017

Position Title: **FIRST ASSISTANT GOLF PROFESSIONAL**

Location: Bandon Dunes Golf Resort – Bandon Trails Pro Shop

Reports To: Head Golf Professional

Closing Date: **Until Filled**

Respond To: Attn: Human Resources
Bandon Dunes Golf Resort
57744 Round Lake Drive Bandon, OR 97411
Fax (541) 347-5850
jobs@bandondunesgolf.com

Primary Duties:

- Assist the Head Professional in implementing applicable Company operating, human resources, and safety policies and procedures pertaining to golf shop, and practice center activities.
- Handle cash flow in the golf shop, ensuring that cash and credit card charges balance with sales receipts in accordance with operating procedures.
- Assist the Head Professional in planning and scheduling work duties of department personnel. Monitor performance to ensure customer service standards and productivity goals are achieved. Keep overtime hours to a minimum.
- Ensure that the golf shop, storage areas, and grounds are maintained per Company cleanliness and appearance standards. Maintain clean, presentable and fully stocked merchandise displays.
- Assist the Head Professional in ensuring accurate tracking of types and quantity of golf rounds played. Monitor customer preferences, usage patterns, and satisfaction with Company products and services. Assess the quality of internal and/or external customer service and speed of play. Recommend plans for continued improvement.
- Interact with guests in a congenial and professional manner.
- Maintain pleasant and professional telephone manner at all times. Schedule tee times and handle customer inquiries and/or complaints in accordance with operating policies and procedures.
- Conduct individual and/or group lesson programs and golf clinics at the discretion of the Director of Instruction.
- Work with golf associations and other groups to schedule tournaments and group outings.
- Be fully knowledgeable of golf shop merchandise. Sell merchandise and/or provide suggestions to patrons as appropriate to meet their needs.
- Ensure that ancillary services including, but not limited to, the handicapping system, guest programs and practice center facilities are efficiently organized and meet customer needs.
- Maintain knowledge of current and projected industry developments through continuous attention to golf industry periodicals and participation in relevant trade associations and organizations.
- Assure the efficient and timely submission of all required reports.
- Perform additional duties as required.

Qualifications:

- BA / BS degree, preferred.
- PGA Level II Apprentice or higher preferred.
- Minimum 1-year management experience, preferably in the golf or hospitality industry.
- Demonstrated experience and capability in the areas of fiscal management and staff management. Retailing, marketing, and/or sales and customer service, guest relations experience preferred.
- Proficiency with computer software including word processing and spreadsheets.
- Demonstrated quality written, verbal, interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.
- Positive attitude, professional manner and appearance in all situations.

Candidates interested in applying for this position must meet the minimum qualifications for the position. To apply, please forward a completed application with cover letter and resume prior to the closing date. Complete job description available upon request.

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