

Position Counter Staff Pro Shop / Driving Range

Facility Description:

The Odyssey Golf Club is a public golf club operated by the Odyssey Golf Foundation. This 18-hole course designed by Curtis Strange 28 plus years ago. Nearly 5 years ago The Odyssey Golf Foundation was established and became a 501(c)(3) non-profit organization that provides both the therapeutic and recreational benefits of golf to veterans, active military personnel, and children and adults with special needs.

Through the use of our golf course and professional staff, the Odyssey Golf Foundation provides free golf instruction, practice and education to participants.

The Odyssey Golf Foundation also works with other 501(c)(3) organizations in order to assist with their fundraising activities through the use of our facilities and services.

Odyssey measures 7,095 and is a par 72 golf club.

Primary Duties and Responsibilities:

- True Service- Provide first-class member and guest service throughout the club with focus on all golf operations. Interact with members and guests in a congenial and professional manner
- Foster team building (staffer morale) among all staff while continually increasing staffer accountability.
- Ensure day-to-day operations meet standards set forth by the Odyssey Golf Club Head PGA Golf Professional
- Pro Shop and Driving Range Counter Staff assist Head Golf Professional in directing and managing: 1) Retail operations, 2) Tournament, League and Club operations, 3) Player development programs, 4) Staffer development/training and 5) golf car fleet operations,6) Driving Range Operation.
- Monitor pace of play on a regular basis and take on-course action as needed to maintain or improve our desired pace
- Ensure the Golf Shop, storage areas, cart storage, and grounds are maintained per company cleanliness and appearance standards.
- Maintain pleasant and professional telephone manner at all times. Schedule tee times and handle member and guest inquiries and/or complaints in accordance with operating policies and procedures
- Performs department opening and closing procedures.
- Generates revenue by maximizing sales opportunities.
- Responds to daily E-mail and voice mail.
- Merchandises retail products.
- Receives, prices and stocks retail merchandise.
- Conducts inventory.
- Keeps all areas of the retail area clean and well-stocked

- Ensures a pleasant visit for each guest; maintains effective guest relations.
- Performs special projects delegated by management.
- Stays updated on latest developments pertinent to the department as well as the location.

Qualifications:

- Minimum 2 years' experience in the public sector, preferred.
- Efficiently handle multiple duties under pressure with minimal supervision
- Ability to analyze and solve problems while thinking *outside the box*.
- Demonstrated experience and capability in the areas of leadership
- Proficient with computer software including GolfNow.

- Demonstrated quality written, verbal and interpersonal communication skills.
- Work flexible hours as required including nights and weekends.
- Positive attitude, professional manner and appearance in all situations

Working days:

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- Holidays

Job Types: Full-time, Part-time

Experience:

- Golf: 2 years (Preferred)
- Customer Service: 2 years (Preferred)