



LADIES GOLF CLUB OF TORONTO

Position Title: Golf Shop Attendant
Department: Golf Operations
Reports To: Head Golf Professional

POSITION SUMMARY

The Golf Shop Attendant is an outgoing, dynamic, and pivotal team member of the Ladies' golf operation. They work closely with the entire Golf Operations Leadership team including the Head Golf Professional to deliver exceptional and personalized member, guest card holder, and guest services. The Golf Shop Attendant will assist and support the HGP and their team, in ensuring that the highest level of customer service is offered, in addition to daily opening and closing procedures, assisting with sales and merchandising, administrative duties such as answering the telephone, email communication, and assisting with events including member events, and outside golf tournaments as required.

DUTIES AND RESPONSIBILITIES

- Day-to-day Golf Shop Operations.
- Provides exceptional customer service to all stakeholders and contributes to a positive and healthy club culture through professionalism and positivity.
- Assists with all aspects of the Golf Shop & Golf Operations Department including but not limited to; tee time management, starting, retail services, merchandising, and Golf Shop administration.
- Assists with the preparation and execution of all club leagues, events, and tournaments.
- Involved in aiding and supporting the Ladies' Golf Academy and the team of Professionals.
- Exercises clear and concise communication to members and staff.
- Other duties as assigned that directly benefit the member, guest card holders, and guest golf experience at Ladies' and furthers the objectives of the club.

JOB SPECIFICATIONS/QUALIFICATIONS REQUIRED

- Excellent communication skills both written and orally.
- Outgoing and energetic personality with a strong desire to improve.
- A strong team member focused on ensuring a positive work environment and improving the club daily.