



THE ELS CLUB



Golf Shop Sales Attendant

- I. **Department:** Golf Operations
- II. **Reports to:** Golf Operations Executive, Golf Operations Manager, Director of Operations or Other Department Managers.
- III. **General Purpose:**
➤ Offers superior customer service while selling merchandise and assisting management in merchandising, inventory control, reservations, and special events preparation.
- IV. **Essential Duties:**
- ◆ Performs opening and closing procedures for the shop or store.
 - ◆ Responsible for accountability of all sales and money transactions made.
 - ◆ Collects applicable fees from patrons as they arrive.
 - ◆ Makes reservations (tee-times, classes, etc) and assists customers on the phone.
 - ◆ Assists guests by selling merchandise and providing information in a professional manner.
 - ◆ Assists with rotating stock and keeping displays clean and orderly.
 - ◆ Assists with general cleaning of the shop or store.
 - ◆ Assist with creating appealing displays.
 - ◆ Assists with periodic physical inventories.
 - ◆ May works with guest services and player assistants to facilitate orderly start and play on the golf course.
 - ◆ Incorporates safe work practices in job performance.
 - ◆ Regular and reliable attendance.
 - ◆ Performs other duties as required.
- V. **Education/Experience:** High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

- VI. **Language Skills:** May be required: to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; to write routine reports and correspondence; to speak effectively before groups of customers or associates of the organization.
- VII. **Mathematical Skills:** May be required: to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- VIII. **Reasoning Ability:** May be required: to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; to deal with problems involving several concrete variables in standardized situations.
- IX. **Physical Demands:** Frequently stands, walks; uses hands to finger, handle, or feel; reaches with hands and arms; talks and hears. Occasionally sits, climbs, balances, stoops, kneels, crouches and crawls. Occasionally lifts up to 50 pounds.
- X. **Vision Requirements:** Regularly uses close, distance, color, and peripheral vision as well as depth perception. Ability to adjust focus.
- XI. **Environment/Noise:** Occasionally works in outdoor weather conditions. Noise level is moderate.
- XII. **Certificates/Licenses:** None Required.
- XIII. **Job Knowledge, Skill, and Ability Preferences**
- ◆ Ability to read and speak English / Bahasa Malaysia may be required in order to perform the duties of the job (e.g. the associates may be required to communicate with English / Bahasa Malaysia speaking customers or co-workers, the manuals for the equipment the associates may use are in English).
 - ◆ Knowledge of Microsoft Office and Microsoft Excel applications.

This job description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.