



Position Title:	Pro Shop Attendant
Award:	Registered and Licensed Clubs Award 2020
Department:	Pro Shop
Reports to:	Golf Professionals

Position Summary:

The role of the Pro Shop Attendant is to provide expert customer service to our members and guests in a friendly and professional manner.

Key Responsibilities and Objectives:

- Act as the first point of contact in the Pro Shop to provide customer service to members and guests.
- Perform general shop attendant tasks as per pro shop procedures including, but not limited to, opening, closing, booking and cleaning procedures.
- Manage daily golf and cart bookings, as per bookings procedures.
- Manage daily golf competitions
- Maintain merchandise, including stock refill, fridge refill.
- Set up, operation and pack down of drinks cart.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

Key Selection Criteria:

- General interest in and knowledge of Golf.
- Experience in a customer service and/or retail role.
- Customer service and cash handling experience within a similar environment.
- Ability to work to a high standard with minimal supervision and commitment to work as part of a team.
- Good interpersonal skills, with a friendly manner when dealing with public and other staff members.
- Willingness to work weekends and variable shifts as required.

- Highly regarded:
- Current Responsible Service of Alcohol (NSW).

Key Relationships:

Internal: Golf Pros, Duty Managers, General staff

External: Golf Members and their guests, general public, sales representatives/suppliers

Key Club Requirements	
Adhere to Club Values	<p>EXCELLENCE We relentlessly pursue the best outcomes from all our endeavours. We work collectively and harmoniously to achieve our vision and do not tolerate mediocrity.</p> <p>RESPECT We accept and respect one another, our members and our visitors regardless of gender, age, race, disabilities or beliefs. We respect our environment and ensure safety and sustainability</p> <p>RESPONSIBILITY We take responsibility for our actions and understand our impact on others. We are responsible to our staff, our members, our visitors and our community. We conduct our business and ourselves in a lawful, ethical and socially responsible manner.</p> <p>FUN Our offering to our members and visitors is Entertainment. A happy, fun environment is contagious and essential to success. We want the best available staff because we're a fun place. We want Rich River to be ALIVE WITH FUN.</p> <p>BOLDNESS We want to be bold, innovative, and willing to take risks in a responsible manner in pursuit of our vision and mission. We want to be flexible, welcoming of change and technology as an opportunity to enhance our Club and the benefits that we can provide to our members.</p>
Workplace Safety Responsibilities	<ul style="list-style-type: none"> • Perform role in a safe manner by adhering to RRGC Health and Safety policies, regulations and agreed safe work procedures and report immediately any potential hazards and/or incidents occurring in the workplace. • Adhere to emergency procedures as detailed in the RRGC Emergency Procedure. • Ensure compliance with manual handling practices.
Code of Conduct/ Behaviour	<ul style="list-style-type: none"> • Demonstrate practice within the Vision, Mission and Values of RRGC. • Assist in establishing and maintaining effective communication systems within the Club and promote and maintain an environment of teamwork and professionalism. • Work in accordance with relevant legislation, Standards and Policies (as applicable to role), e.g. Charter of Human Rights, Privacy Act & Principles, Equal Employment Opportunity, Bullying and Harassment.
Organisational Expectations	<p>Facilities and Equipment</p> <ul style="list-style-type: none"> • Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times.

	<ul style="list-style-type: none"> • Responsible for the reporting of any malfunctioning equipment and /or facility to the appropriate manager. • Ensure the safety and economical use of all resources.
Education/Training	<ul style="list-style-type: none"> • Demonstrate commitment to personal and professional development. • Participate in professional development annually, with the department manager, identifying key areas for professional and personal growth.

Endorsement: I have read and understand the requirements of this role.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____