Pro Shop Attendant

Job Description

Position Title:	Pro Shop Attendant
Division/Department:	Golf Operations
Reports to:	Head Golf Professional
FLSA Classification & Position Type:	Part-time Hourly Rate: $13.75
Location:	Elson Redmond Memorial Driving Range 400 School Street, Richmond, VA 23222

JOB SUMMARY

First Tee – Greater Richmond (FTGR) is a youth development organization that uses the game of golf and its inherent values to shape the lives of young people from all walks of life. Through its programs, FTGR strengthens the character of the community by helping youth build resilience, develop essential life skills, and form meaningful relationships with caring adults in a safe and supportive environment.

The Elson Redmond Memorial Driving Range is an award-winning, premier practice facility located just north of Downtown Richmond. Featuring an expansive Bermuda grass driving range, practice putting and chipping greens, a six-hole par-3 course, and a Trackman 4 simulator room, the facility welcomes golfers of all ages and skill levels.

The Pro Shop Attendant is responsible for greeting customers as they arrive at the facility, answering phone calls, booking tee times, assisting patrons with questions, and collecting greens fees, and inventory purchases.

This position is expected to work flexible hours and often on weekends and some holidays.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Key Responsibilities:

- Greets and positively interacts with all patrons, members, First Tee participants, and other guests
- Answers phone calls to provide information and take messages as necessary
- General knowledge and understanding of computer programs and point of sale systems
- Maintains cleanliness of facilities including the pro shop, program room, Trackman simulator, and bathrooms.
- Oversees basic use of the facilities by patrons
- Keeps Head Golf Professional and Professional Golf Staff informed of issues, questions, and customer feedback
- Other duties as assigned

JOB REQUIREMENTS AND QUALIFICATIONS (education and experience)

- Valid Driver's License
- Positive and professional demeanor, must be a team player
- Effective and proactive team communication, facilitation, problem solving, and decision making
- Must pass a background check and complete SafeSport training
- Interpersonal skills a must
- Basic mathematical skills with experience in properly handling cash, check, and credit card transactions
- Ability to work independently with minimal supervision
- Ability to lift 30 lbs. to shoulder height
- Golf knowledge preferred, but not required

EEO STATEMENT

First Tee - Greater Richmond provides equal employment opportunities (EEO) to all employees and applicants and does not make employment decisions because of or on the basis of race or traits historically associated with race, including hair texture, hair type, and protective hairstyles such as braids, locks, and twists, color, religion, sex, sexual orientation, gender identity, pregnancy, childbirth, or related medical conditions, including lactation, age (40 years of age or older), national origin, disability, marital status, veteran status, or any other basis prohibited by federal, state, or local law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. First Tee – Greater Richmond reserves the right to modify the scope of this position. Factors that may affect this position include, but are not limited to, those related to business needs, organizational structure, industry trends, and individual skills and performance.

To apply, please send a resume to Head Golf Professional, JT Hintzen, at jt@firstteerva.org