



Golf Shop – Golf Shop Associate

At Eagle Ranch, we deliver an exceptional golfing experience and every team member is inspired to exceed expectations. Our approach to resort development and operations is simple - we strive to provide the ultimate guest experience - which means hiring and retaining employees who strive for excellence in all that they do. This is not extraordinary for us; it comes as second nature to every member of our team.

Reporting to the Golf Shop Manager – **Golf Shop Agent** will provide exceptional guest satisfaction through the delivery of superior customer service and expert knowledge of Golf Shop merchandise. You will enhance guest experience through an efficient check-in process and effective retail sales.

Essential Functions:

The Golf Shop Associate will handle guest tee time check-ins and incoming calls with efficiency and professionalism, be able to make reservations, amendments, cancellations and answer questions on rates, resort facilities, products, services and special promotions. The Golf Shop Associate will obtain and demonstrate superior retail product knowledge.

- Responsible for efficient guest tee time check-ins
- Maintain Golf Shop in a clean, neat and organized manner including changing and maintaining retail displays,
- Follow specified procedures to properly perform job tasks including opening and closing, receiving, stocking and pricing retail items.
- Assist with golf shop inventory counts
- Responsible for balancing cash and credit receipts daily,
- Assist with the successful execution of tournaments and events,
- Obtains knowledge of Uplink GPS and assist with the creation and management of leaderboards,
- Ensure adherence to club rental program,
- Assist with reporting of cart and on-course incidents,
- Demonstrate professional radio etiquette
- Responsible for taking reservations and accurately inputting bookings into the computer system,
- Answer inquiries of golf and food & beverage products,
- Be familiar with the properties, amenities and surrounding areas,
- Ensures accurate information is provided to customers,
- Ensures bookings made adhere to established booking, payment and cancellation policies and procedures,
- Interact with Resort Partners on bookings,
- Field Group inquiries on behalf of the properties and coordinates all information flow to respective coordinators,
- Handle all guest special requests in a professional manner,
- Other duties and tasks, as required
- Organize tee sheet, information sheets, and cart signs for next day

Experience/Background Preferred:

- Previous customer service role in retail, golf, or related industry.
- Knowledge of golf course rules and etiquette.
- Prior POS system use a plus
- Experience working in a fast paced environment. Ability to multi-task.

Physical Requirements:

- Must be able to stand for up to 8 hours and carry 50 lbs.

We thank all applicants in advance and look forward to reviewing your resume and cover letter. Only candidates selected for interviews will be contacted.

Please submit your cover letter and resume to:

E-mail – careers@eagleranchresort.com