

Position: Golf Shop Associate (Full-Time or Part-Time)

Reports To: Director of Golf, Golf Operations Manager

Job Definition:

The Golf Shop Associate at the Talking Rock Golf Course is a complete service professional. To ensure that guests have a positive and enjoyable experience, not only at the resort but in the region. Knowledge of resort facilities and services as well as attractions and services in the region is required. Professional appearance and behavior is required at all times.

Golf Shop Associates are the main point of contact for guests visiting Talking Rock Golf Course. We are to be informed of all policies, procedures and information as it pertains to Talking Rock Golf Course so as to offer guests a world class experience.

Duties:

- Ensure the safety and security of guests and resort property
- Attend to guests needs upon arrival and on course as required
- Communicate with guests via telephone and email in a professional manner
- Always offer the highest quality guest experience
- Maintain a high knowledge of Talking Rock rates and procedures
- Maintain a clean and organized work area
- Maintain a high knowledge of retail products
- Assist Guest Services and Kiosk as required
- Perform hourly checks and balances on sales and cash levels
- Ensure that Products are kept in a tidy and orderly fashion at all times.
- Interact with fellow team members, hotel staff and golf course staff with the outmost professionalism.

Skills & Experience:

- Ability to work independently with little supervision
- Ability to manage time effectively
- Excellent communication skills
- Ability to troubleshoot
- Bondable (criminal record check may be required)
- Excellent English language skills
- Fluency in additional languages is an asset
- Golf Knowledge is an Asset
- Customer service experience in a resort environment

Team Members will periodically work evenings, weekends and holidays. Scheduled shifts could take place between 5:00am and 10:00pm

**Please email your resume and cover letter quoting the position you are applying for:
jobs@quaaoutlodge.com**

