



SILVERTIP[®]
CANMORE * ALBERTA

Golf Shop Associate I

Reports to the:

Golf Shop Supervisor

Summary:

Do you strive meeting new people every day? Are you looking for a fast paced, tight knit working environment in the heart of the Canadian Rocky Mountains? Silvertip Resort may be the perfect fit for you. Golf season at Silvertip runs from early May until mid October with staff accommodations available on site. Silvertip has all the amenities to create summer memories that will last a lifetime.

The Golf Shop Associate I at Silvertip Resort is an entry level position where you will learn customer service and retail practices that are required to uphold one of Canada's top resort golf shops. Silvertip Resort prides itself on the latest golf fashion, equipment along with exceptional customer service. As an employee at Silvertip Resort, you will be responsible for maintaining a healthy and safe work environment for employees and our guests.

Every Employee at Silvertip Resort will possess the following Core Competencies:

- A team-oriented individual who strives to create a memorable guest experience.
- An individual who maintains high standards and thrives off of accomplishing tasks and achieving goals.
- An active listener who has a positive and responsive personality with the ability to make decisions and exercise independent and sound judgment.
- An individual who has a lifelong love for nature and is inspired to respect and promote the environment that surrounds you.
- An individual that has the belief that all workplace injuries are preventable and will maintain a healthy and safe environment.

Job Duties:

- Greet and interact with any guests you encounter - with a smile.

- Knowledge of the golf course, golf rates and golf shop product.
- Answer phones in a professional manner and assist callers with any requests they may have.
- Follow all guest check in procedures.
- Book tee times according to procedures.
- Merchandise and re-stock Golf Shop product as necessary.
- Maintain cleanliness and appearance of the Golf Shop and all product at all times.
- Direct guest to locations around Silvertip Resort.
- Inform guests of the Silvertip Golf App and GPS procedures.
- Follow all lost and found procedure.
- Complete daily cash-out procedures.
- Ensure that guest services staff is informed of all range users.
- Maintain radio contact with Golf Services, Starters, Ambassadors, and fellow Golf Shop Attendants to ensure a smooth and timely tee sheet and operations.

- Monitor Golf Shop voicemail & email and respond to requests in a timely manner.
- Handle all guests' special requests in a professional manner.
- Be aware of all Silvertip Resort promotions and incentives.
- Follow opening and closing procedures.
- Attend meetings and training courses as required.
- Any other duties as assigned.

Requirements:

- Manual dexterity required to use desktop computer and peripherals
- Knowledge of ClubProphet POS an asset
- Knowledge of tee time booking software an asset
- Demonstrate professional radio etiquette
- Ability to work flexible hours including some split shifts, early mornings and late evenings, weekends, and some holidays
- Maintain a clean and safe work environment within your department
- Be continually aware of and maintain the highest standards of personal hygiene and dress
- Follow all Health and Safety procedures
- Able to work in a team environment
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail

- Strong work ethic and positive team attitude

Working Conditions:

- Fast paced environment
- Able to stand for extended periods of time
- Overtime as required
- Lifting or moving up to 50lbs
- Ability to work early mornings and evenings