



Position: Golf Shop

Reports To: Director of Golf and Club Manager

Start Date: April 15th, 2026

Job Type: Seasonal, Full-Time

Job Summary:

The Golf Shop Staff work as a team with the Ambassador and Outside Services to provide superior customer service to exceed the members'/guests' expectations for their time at The Club. You will have a variety of duties within the Golf Shop and assist in other departments when needed.

Responsibilities include but are not limited to:

- Proper opening and closing of the POS system as well as Golf Shop Opening and Closing duties.
- Answering phones and helping golfers to make tee times.
- Selling merchandise (including alcoholic beverages).
- Restock inventory daily.
- Creates advertising displays on counters and tables to promote sales.
- Provide excellent customer service, ensuring friendly and efficient service.
- Ensures proper POS entry of customers, gathering required information.
- Make sure you are using the POS under your login, not someone else.
- Properly checks in golfers, ensuring rounds are appropriately recorded and all rentals, services and products are captured correctly.
- Operates the POS register, accepts payments and makes changes for customers.
- Ensures Golf Shop and services are set up and ready for guest use (motorized and push carts, rental equipment etc.).
- Supports the set up and organization of the golf services in terms of tournaments, leagues and events.
- Watch the weather and sound horn when lightning is in the area.
- Maintain communication with the staff, members and guests as to when/if the course reopens.
- Collaborate with other Golf Shop staff, Outside Services and Ambassadors to ensure excellent overall service levels and the course is running on time.
- Ensures the cleanliness of the Golf Shop, rental equipment, stockroom, public areas, restrooms, while ensuring all appropriate health and safety regulations are met.
- Answers general questions about overall golf operations and where unable to answer questions, directs customer to appropriate contact.
- Follows golf course rules, regulations and policies.
- Makes customers aware of golf course rules, regulations and policies in a professional and diplomatic manner.
- Other duties as assigned.

Qualifications:

- Excellent interpersonal and communication skills
- Ability to perform critical job tasks and limit mistakes under pressure
- Ability and willingness to always present a professional appearance and demeanor.
- Familiarity with basic computer functions.

- Must be at least 18 years of age.
- Must have or be able to pass the server's test to sell alcohol through the state of Vermont's DLL.
- Dependable, reliable, motivated, trustworthy and friendly.
- Flexible hours are needed to meet the needs of the golf course, including holidays and weekends.
- Possesses ability to understand and follow through with oral and written instructions, requesting clarification when needed.