



JOB DESCRIPTION

Job Title:	Pro Shop Assistant
Responsible To:	Reception Manager
Direct Reports:	None
Place of Work:	Based at Tapton Park Golf Course but may be required to work on any SIV site as and when required
Purpose of Job:	To operate an efficient and effective Reception area handling telephone calls, requests for information, sales, bookings, typing, etc. To fulfil the job purpose in line with the Company's Mission Statement, aims and objectives and to ensure that the three core objectives of finance, attendance and utilisation are achieved.

Key Responsibilities:

Core Values - to promote the Company's Core Values through personal behaviour and by challenging behaviour in others that is contrary to the Core Values.

Customer - maintain a high focus of the customers' priorities, ensuring that all practices related to delivering a quality customer service are adhered to. To establish and maintain standards of customer care at a level of excellence.

People - to work as part of a team in developing and continually improving an expanding leisure operation

Financial - to maintain systems as designated by the managers to ensure the Company's three core objectives are achieved and cash handling procedures are adhered to.

Business Development - to develop and maintain effective communication with all customers. To establish formal communication links with line managers for positive contributions regarding new ideas in order to continually review and develop increased sales and customer retention.

Operations - to maintain and clean as required ensuring all equipment, fixtures and fittings are operating to the highest standards, in line with the standard operating procedures. To maintain systems of communication to ensure that all staff and other departments/sections are kept up to date with activities, events and policies. To carry out any other duties and responsibilities, including work within other areas of the venue, as required.

Key Performance Indicators - to take part in regular team meetings and staff training sessions. To take responsibility for identifying and pursuing training opportunities to improve knowledge base. To take part in training, both internal and external, as required, in order to fulfil the requirements of the post.

Health and Safety – to act in accordance with current legislation, and update knowledge through regular training. To fulfil requirements of evacuation procedure for reception.

To carry out any other duties appropriate to the post.