

THE GROVE CLUB
JOB DESCRIPTION

Job Title: Golf Shop Retail Assistant

Department: Golf Services

General Summary of Duties

The ultimate goal of the Grove Golf Shop is to greet every member by name and provide a welcoming shopping environment. The Grove Professional Staff wants the Grove Shop to be a convenient place for members to fulfill their golf, gifting, and other shopping needs. Many of our members visit the golf shop on a regular basis and it is our goal to save the members of Grove the hassle of crowds and parking at the mall or other retail outlets by offering everything they need in the convenience of their own club.

We also should pride ourselves in knowing our customer and providing exactly what they want. It is the goal of the Grove Golf Shop to carry high-end lines, hand-selected to fit our specific customers. Whether they are playing golf, having a leisurely evening on the town, or dressing for a special occasion, the Grove Golf Shop is the place to find the perfect attire. Through the club email, website, and special notifications, the Professional Staff does their best to ensure that members are aware of new product arrivals and special promotions. Continual introduction of new lines and specialty items create a fresh and intriguing retail experience for our members. While many members come back year after year for the same products, we also want to give them access to new and innovative products.

We prefer not to reduce the perceived value of our high-quality merchandise by offering perpetual discounts. Instead, we make a concerted effort to be competitive on price and unsurpassed in quality and service. We also have multiple sale events each year: Mother's & Father's Day, Christmas, Black Friday, and other timely promotions. The discounts or deals may change from year to year. The membership has grown to anticipate consistently timed sales and promotions.

Presentation is essential at the Grove Golf Shop. Apparel is arranged by color story with a mix of apparel types. If a member likes a particular shirt, they may want a sweater or pullover to match. The display cases are kept neat and clean and all products are neatly folded or hung. Seasonal décor is added to lighten the retail mood of the shop but also to inspire a buying attitude. The apparel and fixtures are repositioned periodically throughout the season. Even if the products are not new, they may appear more appealing when placed in a different location in the shop. In addition to the shop, the presentation of the gifts taken home also signify the Grove experience. Our free gift wrapping ensures the continuation of the on-site experience.

We seek continual improvement, whether it is a new apparel line, a new trunk show, demo day, or even new technology that may enhance our members' experience. It is our goal never to say no to our members. If a member is asking for something we cannot provide, we prefer to offer a qualified substitute in a way that can potentially fulfill their desire. Thorough follow up is essential. When a promise or special order is made, it is important to properly communicate the status and delivery of the details of the order. Not only can a member find the best products at the Grove Shop, it is our goal that they receive friendly, sincere service on a consistent basis.

Required Qualifications

- Must be a team player with strong customer service skills
- Available to work a flexible schedule, including weekends and holidays
- Basic knowledge of computer, reservation, and telephone systems
- Possess a friendly outgoing demeanor and professional appearance with an emphasis on telephone etiquette

Position Details

- Job Types: Part-time, Full-time
- Shift: Day shift, including Weekends & Holidays as needed
- Schedule Specifics: *This is not a seasonal opening. We are looking for both part-time or full-time applicants. Candidates who apply must be available to work during all seasons (Spring, Summer, Fall, and Winter).
- Pay types: Hourly Wages
- Location: College Grove, TN: Reliably commute or planning to relocate before starting work (Required)
- Work Location: In person

This job description is not intended to cover or contain a comprehensive listing of all activities, duties or responsibilities that may be required.