

HORTON PARK GOLF CLUB

JOB DESCRIPTION

Job Title	Pro Shop Manager
General Role	Responsibility for all aspects of running the shop including leading the team, liaison with the buying manager, stock control and reporting. Review of weekly & monthly sales reports, ensuring data is accurate, shop budgets achieved and discussing strategy changes with Proprietor.
Responsible to	Proprietor
Operational base	Horton Park Golf Club
Working days/hours	5 days per week to include weekends. Hours required to do job
Contract	Employed

Outline responsibilities

- Running the shop
- Retail responsibility
- Premises & customer service standards
- Review of sales data and responding to issues

Detailed responsibilities

Running the Shops

- Review of the rota for shop and marshals at least 2 weeks in advance of month start
- Staff training on products and customer service, including motivation and leadership
- Deal with staffing issues
- Assist with recruitment, as requested
- Ensure excellent presentation of stock displays & layout in the Shop
- Prepare & monitor cleaning rota
- Ensure buggies delivered on time and repaired within 24 hours of breakdowns including monitoring costs.
- Serving customers on day to day basis, selling equipment and providing excellent customer service
- Compliance and documentation of best Health & Safety practices, including preparation of risk assessments.
- Ensure any urgent Health & Safety matters are addressed immediately.
- Review P&P and membership pricing every 6 months against competition.
- Ensure proper procedures are in place and adhered to for cash control and that necessary financial data is collected on a daily basis.
- Ensure proper procedures & systems in place for premises security.
- Attend weekly management meetings

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Retail responsibility

- Liaise with buying manager to ensure shop properly stocked, keep apprised of all retail issues and input stock to ESP system.
- Attend key meetings with sales reps.
- Check forward order programmes are appropriate for timing & mix
- Review stock levels on a monthly basis and in conjunction with buying manager alter purchasing and ensure rotation and discounting as necessary to avoid obsolescence.
- Check that quarterly stock takes carried out properly and differences followed up.
- Ensure weekly orders for drinks and accessory orders are appropriate and timely
- Check that stock system is up to date and accurate
- Ensure competitor's pricing reviewed at least every month.
- Ensure all stock PLU'd and priced correctly
- Ensure all customer orders, returns & club repairs are done on a timely basis and customers kept advised of timing and costs.

Premises & customer service standards

- Ensure staff understand and adhere to standards of customer service and premises presentation and that premises checked a least twice per shift.
- Walk premises daily and ensure any repairs done within 7 days.
- Ensure staff understand membership & society packages and any current promotions.
- Arrange regular formal and informal staff meetings to keep apprised of any issues and to keep staff up to date on business issues.

Review of sales data & responding to issues

- Prepare monthly sales reports vs prior years & review. Consider buying programmes in context of sales results.
- Review weekly and monthly company results vs budget and prepare commentary for weekly management meetings. Consider pricing and marketing issues.

Remuneration Package

- £22,000 per annum plus commission
- Free golf
- Free Range balls
- Lunch allowance

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PERSON SPECIFICATION

Essential Skills	Preferred Skills	Highly Desirable Skills
People management Leadership	Computerised Stock control system - ESP	
Strong interpersonal, communication skills	Computer skills: Word & publisher	
Negotiation skills		
Computer skills: excel. Internet, e mail		
Selling skills		

Essential Experience	Preferred Experience	Highly Desirable Exp
3 years shop work	3 years golf retail	
Customer Service		
Selling		

Essential Qualifications	Preferred Qualifications	Highly Desirable Qualifications
Computer literacy		PGA

Essential Personal Qualities	Preferred Personal Qualities	Highly Desirable Personal Qualities
Interest in golf Well organised		
Intelligent		
Numerate		
Smart appearance		
Outgoing Willing to learn Flexible Team player		