



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Pro Shop Sales (seasonal)	LICENSED:	No
DEPARTMENT:	Wild Bluff Golf Course	GRADE:	10 (\$12.45-19.13)
REPORTS TO:	Director of Golf	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the supervision of the Director of Golf, the position assists in all phases of the golf operation ensuring excellent customer service.

Employees wishing to transfer to golf course positions will be able to maintain health benefits and anniversary date for leave accruals. However, employees will not be allowed to use vacation time during summer months. At the end of the golf season, employees will be allowed to transfer to other positions, based on availability, or be placed on lay-off. To maintain benefit eligibility, employee must return to full time regular employment at the end of the season.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Performs all duties of the WB F&B, as deemed necessary (see WB F&B Position Description).
3. Performs all duties of the Cart Attendant, as deemed necessary (see Cart Attendant Position Description).
4. Performs all duties of the Starter Shack, as deemed necessary (see Starter Shack Position Description).
5. Responsible for pro shop sales including daily golf fees, season passes, merchandise, and golf services.
6. Responsible for excellent telephone communication skills.
7. Responsible for entries and balancing of point of sale system.
8. Responsible for making tee times.
9. Responsible for maintaining a clean pro shop and related storage areas which may include but is not limited to dusting, vacuuming, folding clothing items, and washing windows.
10. Responsible for assisting with store merchandising including pricing, displaying, stocking and following established inventory control procedures.
11. Responsible for excellent communication skills with pro shop co-workers and all golf course, restaurant and resort personnel.
12. Responsible for monitoring the tee times on the first and tenth tee of the golf course and in monitoring the pace of play on the golf course.
13. Responsible for assisting with the preparation and operation of golf leagues, tournaments and outings.
14. Responsible for learning and assisting guest with computer operated golf handicapping system.
15. Responsible for maintaining a neat and clean appearance.
16. Responsible for learning and following the daily policies and procedures for Wild Bluff Golf Course and Bay Mills Resort & Casinos.
17. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing.
18. Other duties may be assigned within the scope and complexity of this position’s essential functions.

PHYSICAL REQUIREMENTS:

While performing this job the employee is regularly required to stand, walk with occasional sitting. Occasionally the employee must bend, squat or kneel. The employee must occasionally lift and / or move up to 50 pounds. The employee will spend most of the scheduled work time indoors but daily outdoor duties are also necessary.

POSITION REQUIREMENTS:

1. Must have general knowledge on the game of golf.
2. Must have six months to one year's experience in a similar position.
3. Must have cash handling experience.
4. Must have point of sale computer experience helpful; general computer knowledge.
5. Must possess a friendly, out-going, and cooperative personality.
6. Must have a clean, neat, and professional appearance.
7. Must be able to work mornings, evenings, weekends and holidays.
8. Must be able to take direction well.
9. Must work well with fellow employees.
10. To perform this position successfully and individual must be able to perform each function listed under the essential functions and physical demands categories of this position description.
11. Must have an excellent past work record, including attendance.

PREFERENCE: Preference will be given to those of Native American descent.

CLOSING DATE: OPEN UNTIL FILLED

APPLY TO: Send Resume and Application to:

Anna Carrick; HR Generalist
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8523

amcarrick@baymills.org
Subject: amcarrick@baymills.org

Applications can be found on the Bay Mills website at www.baymills.org under the employment section