



Edmond Center Court Pro Shop Shift Manager

JOB SUMMARY:

Shift Manager responsibilities include overseeing Center Court front desk staff during shift, addressing customers queries and ensuring premier customer service. Also responsible for sale of pro shop items, collection of fees, registration of players, assigning court times and cleaning.

SUPERVISION RECEIVED

Works under the supervision of the Pro Shop manager and the Director of Tennis

MINIMUM QUALIFICATIONS/SPECIAL REQUIREMENTS:

Education and experience:

- Graduation from high school or GED equivalent with specialized coursework in general office and administrative practices; and,
- One to two (1-2) years' experience in performing administrative/office support in a customer service environment
- Any combination of experience and training which demonstrates the knowledge and experience to perform the work

SPECIAL REQUIREMENTS

Valid Oklahoma Driver's License or ability to obtain within three (3) months of hire.

ESSENTIAL FUNCTIONS:

Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Greets guests, provide prompt, courteous and friendly customer services.
- Manages reservation system, checks guests in, collects fees, and assigns court times.

- Sales merchandise, maintain inventory records, and accurately reconciles cash register sales with daily sales reports.
- Organizes schedules and operations for the driving range.
- Keeps updated on and provides information on upcoming tournaments and events.
- Assists in coordinating and providing assistance in department tournaments and events
- Assists guests with all their needs while in the pro shop; Ensures inquiries and requests are met efficiently and professionally; Ensures complaints are dealt with in a pleasant manner and recorded for the Director of Tennis.
- Maintains records of daily play and maintaining other data as directed; prepares reports for Director of Tennis.
- Maintains the pro shop environment by keeping the clubhouse neat and orderly by general housekeeping duties: maintains, cleans, and straightens merchandise displays, cleans facility.
- Works with pro shop manager to ensure proper rotation of inventory and display.
- Records and documents any safety hazards or other important situations immediately to supervisor.
- Accepts orders/shipments and stocks shelves/racks. Advises supervisor of receipt of items and inventory levels as needed.
- Answers phones, direct calls, and answer customer questions professionally. Updates and maintains POS management systems and review input for accuracy; Performs administrative duties such as updating various reports and records, updating information in department databases and spreadsheets, preparing routine correspondence, and any other administrative duties as assigned.
- Ensures documents are complete with proper signatures, dates or other written information; Ensures collection and recording receipt of appropriate payment (cash, credit card transactions); Handles and records cash and credit card transactions in accordance with department and company procedures.
- Follows procedures for proper opening and closing of pro shop.
- Maintains positive professional and effective working relationships by providing exceptional customer service.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, holidays or weekends as needed.
- Performs all work duties and activities in accordance with company policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

PERIPHERAL DUTIES

- May run errands for the department.
- As needed, may open and close clubhouse.

- Performs other duties as required.

MICELLANEOUS:

WORK ENVIRONMENT

The work environment characteristics attached to the job description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge: Knowledge of fundamentals of the game of tennis; Cash handling procedures; Basic knowledge of mathematics; Standard office practices and procedures; English spelling, grammar, and punctuation; File management and storage using good organization practices; Cash handling processes; Basic knowledge computers and information systems.

Skills: Dealing tactfully and courteously with customers, and providing positive and friendly customer service; Skill in the operation and care of standard office equipment including computer and related software applications; Provide positive and professional customer service.

Abilities: Understand and follow directions given by immediate supervisor; Keep and maintain complete and accurate manual and electronic recordkeeping and filing systems; Communicate clearly; Use equipment and tools properly and safely; Maintain clean and orderly work area; Adapt to changing work priorities; Interpret rules, regulations, and policies and apply knowledge.