

The Country Club of Virginia

Job Description

Job Title: Pro Shop Attendant
Department: Racquet Sports
Reports To: Pro Shop Manager
FLSA Status: Non-Exempt
Prepared Date: April 12, 2011

SUMMARY: Assist members and guests with racquet sports facilities, scheduling, and purchasing of equipment to ensure a quality racquet sports experience.

EXPECTATIONS:

- Provide platinum service while maintaining a clean and safe environment for members, guests, and staff
- Know and embrace the mission statement and platinum service basics

ESSENTIAL DUTIES include the following (other duties may be assigned):

- Greet members and guests warmly
- Provide information about programs and events
- Provide assistance with merchandise including racquets, shoes, apparel, and other necessities
- Schedule court times, register members for tournaments, events, and clinics
- Track daily participation of facility and programs
- Restring and regrip racquets
- Complete opening and closing procedures
- Assist Pro Shop Manager with creating displays, stocking merchandise, and maintaining shop's appearance
- Assist with monthly inventory
- Operate point-of-sale computer system to assist members and guests with purchases
- Exhibit exceptional interpersonal and verbal communication skills
- Responsible for addressing complaints and resolving problems

EDUCATION and/or EXPERIENCE: High school diploma or G.E.D equivalent required. Racquet sports retail experience or training preferred but not required.

SCHEDULE: Wednesday 3:00PM-Closing (approximately 9:30PM), and filling in on some weekends (Saturday and Sunday either 7:30AM-2:00PM or 1:00PM-8:00PM).

PAY: \$8.25 hourly.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is frequently required to sit and/or stand for lengthy periods of time and walk. The employee is regularly required to lift/move up to 40lbs unassisted. Employee is also required to stand and reach with hands and arms and regularly use hands and fingers.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions.

EQUIPMENT USED: Computer and standard racquet regripping and restringing equipment.

MINIMUM AGE REQUIREMENT: It is Club policy not to hire any employee under the age of 16.