



**WAIKELE**  
COUNTRY CLUB

94-200 Paioa Place  
Waipahu, HI 96797

**Position:** Pro Shop Team Member

**Job Type:** Part Time/Full Time

**Reports To:** Pro Shop Manager

**Primary Objective:** Assist the Pro Shop in general operations to provide quality service to golf course clientele and guests.

**Duties and Responsibilities:**

- Assist with opening and closing the golf shop, cart barn and overall golf course.
- Must be able to work a variety of shifts including early mornings, weekends, midday, and evening shifts and holidays.
- Assist with cashier responsibilities, to include monetary and card transactions.
- Assist in the daily coordination of the golf course play and practice range operation.
- Enforces all golf course policies.
- Knows and follows all the golf shop procedures accurately and consistently.
- Conducts oneself professionally on the telephone and at all times in the work areas.
- Assists with booking tee times, greeting customers, and answering telephones.
- Assists in facilitating emergency action procedures for the clubhouse and golf course at times of severe weather or other times of emergency.
- Demonstrates safe work habits with awareness of co-worker and public safety.
- Checks and cleans all golf shop areas and areas of the clubhouse and surrounding grounds at times.
- Provides a high level of customer service and hospitality to all guests at all times.
- Assists with set up, execution and breakdown of course programs and tournament operations as requested.
- Assists other golf operations staff members as needed.
- Exhibits flexibility, creativity, and efficiency in performing work assignments.
- Serves the community with courteous, tactful and respectful actions toward citizens, customers, and co-workers
- Communicates clearly, honestly, and timely to supervisors and co-workers at all levels.
- Works effectively in a team environment by completing assignments, adapting to changing circumstances, and respecting diversity
- Assisting with golf bags and merchandise.
- Additional duties as assigned.

**Minimum Qualifications:**

- Must be able to understand, speak, read and write in English.
- Must be able to follow directions.
- Display strong communication skills, active listening skills, and personal skills
- Previous work in a customer-facing position.

- Previous work experience in cash handling and transactions.

**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:

- Walk and/or stand for long periods of time; climb, balance, stoop, kneel, crouch, crawl, bend, twist, reach, and grasp; use hands to finger, handle, or feel; close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- Ability to lift up to 45 lbs.; push/pull/move objects; and lift overhead.
- Work near moving mechanical parts, fumes, toxic or caustic chemicals.
- Ability to function in a fast-paced and high-stress environment.
- Must be able to withstand working in extreme outdoor summer temperatures.

**Preferred Qualifications:**

- Bilingual in Japanese or Korean language