**Golf Shop customer service assistant – Job specification**

You will need to be a good communicator who enjoys helping people.

As a customer service assistant, you will deal with customer enquiries about the golf courses, the clubhouse and retail products. You will often be a customer's first point of contact with the company and therefore it is essential that you possess a helpful and cheery attitude.

You will deal with customers face-to-face, or you might help them over the phone or by email. Good 'people skills', a friendly approach and excellent communication skills are all needed in this

Your work will include but is not exclusive to:

* Answering customer enquiries or passing them on to another department
* Giving information and helping to solve problems
* Selling products or taking orders
* Arranging services for customers, such as booking tee off times
* Handling complaints and passing them on to a manager if required
* Entering customer information onto a computer database
* Processing payment for goods or services
* Giving refunds
* Get buggies out ready for use on morning shifts and ensure they are secured when not on hire.

Hours of work:

Shift work including evenings and weekends is essential. Your hours will be communicated via a weekly rota that is available 2 weeks prior.

Skills required:

* A genuine interest in helping customers
* Excellent communication skills
* The ability to work as part of a team
* A polite, thoughtful and friendly attitude
* Patience and calmness under pressure
* The ability to handle complaints and difficult situations
* Computer and administration skills
* Basic maths skills

Knowledge and experience of playing golf are essential to this role