



Pro Shop Retail Coordinator

The Inglewood Golf & Curling Club is seeking a passionate and driven Retail Coordinator to join our team for the 2025 season and beyond. This is an exceptional opportunity to gain valuable experience in retail operations and develop highly transferable skills that can be applied to many different industries.

At the Inglewood Golf and Curling Club, you'll be immersed in a fast-paced and dynamic environment where you'll have the chance to:

- **Deliver exceptional customer service:** Provide friendly and knowledgeable assistance to our members and guests, building relationships and exceeding expectations.
- **Develop essential retail skills:** Gain hands-on experience in purchasing, receiving, pricing, and visual merchandising.
- **Enhance your merchandising skills:** You will have complete autonomy in designing eye-catching product displays (physical displays as well as social media displays), optimizing inventory levels, and ensuring our pro shop is always stocked with the latest golf gear and apparel.
- **Thrive in a collaborative team:** Contribute to a positive and supportive work environment where teamwork and camaraderie are valued above all else.

This role provides a strong foundation for those aspiring to advance their careers in retail, entrepreneurship, management, administration, or any field that values customer service, data entry, sales experience, and teamwork.

Responsibilities

Your day-to-day responsibilities fall under three main areas of focus and will include but are not limited to:

- **Customer Focus:**
 - Provide exceptional service to our members and guests, creating a welcoming and enjoyable shopping experience.
 - Build rapport with customers, understand their needs, and offer advice on golf equipment and apparel.
 - Handle customer inquiries (in-person, over the phone, and through email), process transactions, and ensure a smooth and efficient checkout process.

- **Operations and Merchandising:**
 - Manage inventory levels, receive and process shipments, and ensure accurate stock control.
 - Create visually appealing and effective merchandise displays that maximize sales and showcase our products.
 - Assist with purchasing decisions, analyze sales data, and contribute to strategies for increasing revenue and profitability.
- **Teamwork and Collaboration:**
 - Collaborate closely with the pro shop team to maintain a clean, organized, and inviting retail space.
 - Support the Head Golf Professional in achieving sales goals and implementing promotional initiatives.
 - Contribute to a positive and supportive work environment where teamwork and open communication are valued.
 - Contribute to the overall success of the pro shop by sharing your ideas and insights.

Qualifications

Essential:

- **Customer Service Excellence:** Proven ability to provide outstanding customer service in a fast-paced environment. You're passionate about creating positive experiences and exceeding customer expectations.
- **Retail Knowledge:** Basic understanding of retail operations, including sales, merchandising, and POS experience.
- **Communication Skills:** Excellent verbal and written communication skills, with a passion for interacting with customers, colleagues, and management.
- **Team Player:** Positive and collaborative attitude with a strong work ethic and a commitment to making a strong impact.
- **Organizational Skills:** Highly organized and detail-oriented with the ability to prioritize tasks and manage time effectively.
- **Flexibility:** Ability to work a flexible schedule, including evenings and weekends, to meet the needs of our business.

Assets:

- **Previous Retail Experience:** Prior experience in a retail environment, particularly in a pro shop setting, is highly valued.
- **Microsoft Excel Proficiency:** Comfort using Microsoft Excel for data analysis and reporting.

Compensation Package

- Hourly compensation starting February 15th, 2025.
- Hourly wage of \$19 - \$22 per hour.
- Full time hours from March 1 – October 31.
- Off-season (November – February) hours based off the needs of the Pro Shop.
- Meal discounts.
- Clothing discounts.
- Golf and practice facility privileges.
- PGA Dues paid at the end of term.

The anticipated start date is February 15th, 2025 and the candidate has the ability to work after the term.

Interested candidates should submit their resume by **January 31, 2025**.

Please email documents to Head Professional, Sam Kirkness, at s.kirkness@inglewoodgolfclub.ca

If you have any questions feel free to contact Sam through email or phone 403.313.5851.

Thank you for your interest in the Inglewood Golf & Curling Club. NOTE - Only shortlisted applicants will be contacted.