

# **Customer service representative (CSR)**

## **Job description**

The CSR is an essential part of the ProShop team at Broadmoor Public Golf Course. Reporting directly to the Head Professional the CSRs are responsible for assisting golfers book, reschedule or cancel their tee times, and check golfers in when they arrive.

## **Responsibilities**

- Efficiently check-in golfers and answer any questions before they head out on the course.
- Professionally manage incoming calls and answer inquiries related to the golf course.
- Take golf reservations, make changes to tee times, process cancellations, and answer questions on rates, products, services and special promotions.
- Assist in guest satisfaction thorough the delivery of superior customer service.

## **Skills and abilities**

- Excellent communication and interpersonal skills
- Punctual, personable, organized and technologically savvy
- Proficient with Microsoft Word and Excel
- Golf course knowledge would be considered an asset
- Ability to work independently and with a team
- Previous experience in a customer service role is preferred
- Ability to work flexible hours (early mornings and evening shifts)
- Ability to build and maintain relationships with guests and fellow golf course staff

## **Qualifications**

- Passionate about customer service and have working experience in retail, golf or a related industry
- Knowledge of golf course rules and etiquette
- Experience using a Point of Sale system and ability to multi-task in a fast paced environment

## **How to apply**

Please send resume attached with cover letter to Corey Strong at [Corey.strong@strathcona.ca](mailto:Corey.strong@strathcona.ca)

Only successful candidates will be contacted for interviews.