

**Mytime Active**

**JOB DESCRIPTION**

**TITLE:** Operations Assistant

**DIVISION:** Golf

**POST NUMBER:**

**REPORTS TO: :** Operations Manager

**MAIN PURPOSE**

To assist in the golf shop providing an excellent standard of customer service.

## **SUMMARY OF RESPONSIBILITIES AND DUTIES**

### **Principle Duties**

- Carry out sales, cashier and booking duties.
- Maintain good communication with colleagues across the site including Course Marshall's, Green Keepers and Food & Beverage staff.
- Operate in accordance with Health and Safety regulations and standards.
- Carry out cleaning duties as required, ensuring the site remains presentable to customers at all times.
- Carry out buggy checks in accordance with Mytime's standards.
- Wear correct clean uniform with name badge and ensure punctual arrival at the agreed start time.
- Attend training sessions and staff meetings as required.
- To open and close the site as required
- General up keep of the driving range, basket collections and general house keeping of the driving range
- Driving range - ball collections, including the operation and minor maintenance of range machinery

### **Financial**

- Undertake financial and administration duties in accordance with Mytime's Quality Management Systems.
- To collect and enter data capture on all green fees
- To actively assist in sales of memberships
- To maintain all appropriate records, systems and financial procedures in accordance with the Company guidelines.
- To assist in maintaining accurate records of income/attendances, so as to provide full audit and transaction records in accordance with Mytime's financial regulations.

### **Building and Maintenance**

- To carry out all duties with regard to Health & Safety requirements and regulations according to the Health & Safety Policy
- General up keep of the driving range, basket collections and general house keeping of the driving range
- Effectively implement and monitor the company's Health and Safety policy and associated procedures.
- To carry out all duties with regard to Health & Safety requirements and regulations according to the Health & Safety Policy

### **Marketing and Branding**

- To deliver the Company's brands to the highest possible level of quality and to deliver associated programmes and promotions to support the Company's Business objectives.
- Increase the company's image and credibility

### **Customer Services**

- Promote an excellent standard of Customer Service operating in accordance with Mytime's Code of Conduct and Customer Service Standards.
- Develop, maintain and evolve good relations with existing Clients and stakeholders  
To communicate effectively with club members, societies and casual golfers, ensuring their queries are dealt with efficiently.

### **People Management**

- Complete all Learning & Development courses and prerequisites requirements as required by My Time Active

## SKILLS AND ABILITIES

- Well-developed verbal communication skills in order to ensure effective communication with a wide range of individuals.
- Ability to assimilate new skills quickly.
- Ability to work on their own initiative.
- Good financial skills.

## KNOWLEDGE

- A good knowledge of the game of golf and associated equipment.

## EXPERIENCE

- Operating a till.
- Cash handling and banking.
- Retail sales.
- Working effectively alone and as a team member, preferably in a similar environment.

## QUALIFICATIONS

- Good general standard of education to GCSE level.

## CONDITIONS OF EMPLOYMENT

- Satisfactory health clearance;
- Two Satisfactory references;
- Right to work in the UK.
- Working hours must suit the needs of the business which operates 7 days a week.

## SPECIAL REQUIREMENTS

- Highly motivated self-starter with resilience and determination and the ability to see jobs through to completion;
- Must be able to attend evening and weekend meetings/events when required and travel between sites;
- Evidence of a personal commitment to continuing professional development and maintaining an up-to-date professional knowledge sufficient to be a credible and effective source of advice;
- Whenever possible maintain flexible operating hours, adapting to unforeseen circumstances to suit the situation;
- Highly motivated self-starter with resilience and determination and the ability to see jobs through to completion;
- Being a positive, motivated, proactive, enthusiastic and professional person;
- To possess the personal qualities of pride, passion, drive and motivation;
- Enhances organisation reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments;
- Protects organisation's values by keeping employee engaged and sensitive information confidential.
- Must be able to attend evening and weekend meetings / events when required and travel between sites
- To take on any other duties as may be required, commensurate with the post and in particular to ensure the continued delivery of high quality effective services for Mytime Active.

**CERTIFICATION**

<b>Employee Signature:</b> ..... <b>Date</b> ..... <i>I certify that I have read and understand the responsibilities assigned to this position.</i>	<b>Managers Signature :</b> ..... <b>Date</b> ..... <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>
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*The above statements are intended to describe the general nature and level of work being performed by the **XXXXXXX** of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position. The Job Descriptions do not form part of the contract of employment and the company reserves the right to change without consultation.*

<b>DATE OF LAST REVIEW: March 2017</b>	<b>PREPARED BY:</b>
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