



The Monster Golf Club and Troon Golf are excited to announce the exceptional career opportunity for 1st Assistant Golf Professional. Qualified candidates will thrive in a hospitality environment that will be primarily focused on providing exceptional service. The purpose of the position and facility as a whole will be creating memorable guest experiences with unparalleled service that build lasting connections.

Job Summary: The golf course is going to be a high-end low-volume facility that will place an emphasis on world class customer service. Play will be limited to 72 golfers per day with 20-minute tee time intervals that will be sure to deliver a memorable experience. The 1st Assistant golf professional will assist the Head Golf Professional in managing all areas of the golf operation with an emphasis in retail and merchandising. This includes the following but is not limited to maintaining the pro shop appearance, conducting physical inventory, and managing the pro shop staff. Because of the emphasis placed on customer service and merchandising; training and developing an effective staff will be a priority for the position. The right candidate will lead by example making sure that Troon Hospitality and Retail standards are being upheld across the facility. Monster Golf Club is attached to Resorts World Catskills and will be open from April through October. The pro shop will remain open year-round with limited hours during the winter months. This is a new facility and a 40-million-dollar project, Rees Jones designed the golf course set to open for play the Summer of 2023. The pro shop is scheduled to open in May 2023.

Essential Job Duties and Responsibilities:

- Create a customer service-oriented atmosphere that promotes the game of golf and meets the needs of guests. Ensures that associates are providing the highest level of customer service.
- Provide the golf pro shop staff with leadership and vision in accordance with the facility goals.
- Assists Head Professional with training, planning, assigning, and directing work.
- Responsible for maintaining a clean and professional retail shop which includes visual displays
- Assists the Club Manager with the planning and purchasing of golf shop merchandise
- Conducts monthly physical inventory, receives goods and products in accordance with Troon/Resorts World policies and procedures.
- Maintains inventory control and responsible for keeping a par level of stock items; assists Club Manager with purchasing in accordance with facility OTB plan.
- Responsible for submitting an AGM Top 100 application yearly.
- Develop and implement marketing and other promotional plans for the golf shop.
- Ensure that training programs for current associates that have been developed by either the Head Professional or Club Manager are being followed and completed.
- Work closely with other departments at Resorts World and The Monster to ensure a smooth and efficient operation.
- Incorporates safe and efficient practices in job performance and ensures the same of team.
- Regular and reliable attendance.
- Performs other duties as required.



Minimum Requirements and other Qualifications

- 3-5 years prior experience as an Assistant Golf Professional at a high-end public resort or private club.
- Enrolled in the PGA professional management program and actively pursuing Class A status.
- Exceptional customer service record with experience in retail and merchandising
- Must be well organized and be able to work under pressure
- Experience with EZ LINKS or EZ TEE PRO reservation systems preferred
- Experience with Agilysys POS preferred
- Excellent Verbal and Written communication

Compensation and Benefits

- Base salary will be between \$60,000 and \$70,000 depending on experience
- Opportunity to teach year round
- Eligible for Medical Benefits
- Uniform Allowance
- PGA dues paid
- Flexible hours