

**POSITION DESCRIPTION**

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**JOB TITLE:** Merchandise Coordinator (Full-Time)

**DEPARTMENT:** Golf

**REPORTS TO:** Director of Golf; Head Golf Professional; or First Assistant Golf Professional

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**ESSENTIAL PURPOSE:** To maintain an adequate inventory of marketable shop merchandise in order to maximize shop profitability from sales.

**ESSENTIAL DUTIES:**

- To ensure transactions tender all sales in the appropriate promotional category.
- To have a comprehensive knowledge of shop merchandise and to actively promote the merchandise by approaching all guests in the shop, up-selling at the counter, creating effective displays and having good market knowledge.
- To take personal responsibility to maintain the aesthetic appeal of the golf shop and entire facility, including removing litter and trash, vacuuming, and straightening shop displays and merchandise.
- To understand and respond to the current market for golf merchandise demand while maintaining high-end golf/hotel quality.
- To maintain shop inventory to pre-determined levels while following departmental budgetary guidelines and maintaining Purchase Order files.
- To review the Buying Plan regularly to ensure it is being followed.
- To assist, as directed, to purchase equipment, clothing, accessories for the golf shop as well as meet with vendors, and create “Open to Buy” programs for golf.
- To maintain a purchase order system, par stock levels of golf shop inventory, and implement and monitor ordering and receiving programs to ensure proper quantity and prices on all purchases.
- To reach merchandise sales goals as set in the budget by the Director of Golf, Head Professional and Vice President of Golf Operations.

- To be responsible for the count and the coordination of the monthly inventories and facilitating spot checks with the Accounting Department.
- To ensure that all shop staff are well-informed of the type of merchandise on order and to train them in sales techniques and how to pro-actively sell at the counter.
- To manage all displays and change them weekly creating eye-catching displays using unique props and the newest merchandise.
- To seek out and recommend the purchase of interesting props for merchandise displays.
- To review and verify all terms and conditions of Purchase Orders.
- To check in merchandise upon arrival.
- To maintain control of employee uniforms, and have them readily available to employees at all times.
- To follow all policies and procedures of JC Resorts LLC.
- To immediately report all suspicious occurrences and hazardous conditions.
- To maintain the cleanliness and safety of work areas at all times.
- To practice safe work habits at all times, to avoid injury to self and others, and to comply with company and departmental safety rules and regulations and the proper use and handling of all relevant equipment.
- To attend all mandatory meetings as directed.
- To perform other tasks, including cross training, as directed.

**JOB KNOWLEDGE & EDUCATIONAL LEVEL:** High school diploma or equivalent required. English fluency required. Must have minimum one year experience in retail sales. Some knowledge of golf preferred. Previous hotel/resort experience preferred.

**SKILLS AND APTITUDES:** Organized and efficient. Learns quickly. Safety-minded. High quality standards for production and service. Diplomatic and calm. Strong verbal communication skills. Courteous, friendly, and professional manner. Good team player. Customer service focus. Able to work productively with little supervision.

**WORKING CONDITIONS:** Works indoors throughout shift in temperature-controlled, clean and well-lighted shop. Golf has limited space to move around displays. Golf shop is bi-level with limited space to move around displays.

**PHYSICAL DEMANDS:** Stands/walks approximately 90% of shift; sits approximately 10% of shift. Moderate to heavy use of phones, daily. Bends, stoops, and reaches to perform routine job tasks. Occasionally required to handle and move objects weighing up to 40 pounds over short distances. Flexibility and good reflexes required to operate electric cart.

**IMPACT OF DECISION:** Decisions directly impact profitability of the Golf Shop, and the image of the facility. Poor decisions may result in customer dissatisfaction and loss of revenues, due to the lack of merchandise knowledge, unsafe work practices, or improper handling of customer service situations.

**GENERAL:** Must comply with the Company's Appearance and Dress Code policy as set forth in the Employee Handbook.

**JOB CLASSIFICATION:** The position is classified as Full-Time and, upon completion of the Introductory Period, the employee is eligible for the Employee Benefits outlined in the Employee Handbook. Notwithstanding the foregoing, the Company reserves the right to amend, change or discontinue the policies, practices and benefits described in the handbook at any time and without notice.

**NON-EXEMPT POSITION:** Non-exempt employees are subject to the wage and hour laws and entitled to overtime pay. All overtime work by a non-exempt employee must be approved in advance by the employee's supervisor or the General Manager and the time initialed by him/her on the time card. Non-exempt employees who work overtime without prior approval are subject to disciplinary action, including termination.

**AT-WILL EMPLOYMENT:** The relationship between JC Resorts LLC and the employee is for an unspecified term and is considered "at will." This means that the terms and conditions of employment may be changed, with or without cause and with or without notice, including, but not limited to termination, demotion, promotion, transfer, compensation, benefits, duties and location of work. No one other than the President of the Company has the authority to make any verbal or written agreement contrary to this provision and any such agreement must be put in writing and signed by the President before it is effective.

JC Resorts LLC reserves the right to modify and update this Position Description as needed.

I have read and understand the above-referenced job requirements and have the ability to perform all of the essential duties listed herein. I agree to comply with the Company's performance standards and understand that I will need to be flexible in order to accommodate the changing needs of operations.

I further agree to comply with the rules and regulations set forth in the Employee Handbook and agree to abide with any departmental policies.

I acknowledge receipt of a copy of this job description.

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Employee's name (please print)

\_\_\_\_\_  
Employee signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor signature

Date: \_\_\_\_\_