



JOB DESCRIPTION: BENTON GOLF & COUNTRY CLUB, INC. - PRO SHOP MANAGER

The BGCC Pro Shop Manager is responsible for the daily operation, merchandising, staffing, and financial performance of the country club's golf shop and members' dues. This role ensures exceptional members and guest service, maintains a professional retail environment, supports golf operations, and helps create a welcoming, service-oriented experience consistent with the club's standards.

Hourly Wage Range - \$14-\$20 hr. based on experience

ESSENTIAL DUTIES & RESPONSIBILITIES

1. RETAIL OPERATIONS & MERCHANDISING

- Manage all aspects of the pro shop's retail operations, including inventory control, purchasing, sales, and vendor relations.
- Select, order, and display merchandise in alignment with member demographics and seasonal trends.
- Conduct regular inventory counts and maintain accurate records of stock levels.
- Develop pricing strategies, sales promotions, and product placement to optimize revenue.
- Ensure merchandise is clean, organized, attractively displayed, and appropriately tagged.

2. MEMBER & GUEST SERVICE

- Greet members and guests professionally, ensuring a friendly and welcoming environment.
- Provide knowledgeable recommendations on golf equipment, apparel, and accessories.
- Serve as a primary point of contact for member inquiries related to tee times, tournaments, and services.
- Resolve customer service issues promptly and professionally.

3. STAFF SUPERVISION & TRAINING

- Recruit, schedule, train, and supervise pro shop staff.
- Ensure staff deliver consistent, high-quality service.
- Conduct ongoing training in customer service, POS systems, merchandising, and club standards.
- Complete performance evaluations and address performance concerns.

4. FINANCIAL & ADMINISTRATIVE DUTIES

- Manage pro-shop budget, revenue targets, and expense controls.



- Reconcile daily sales and oversee cash handling procedures.
- Maintain accurate financial and inventory records.
- Prepare purchase orders, review invoices, and track customer payments.

5. GOLF OPERATIONS SUPPORT

- Assist with tee-sheet management, tournament preparation, scoring, and event coordination.
- Support lessons, clinics, and junior programs as directed by the Head Golf Professional.
- Maintain rental equipment, demo clubs, and other member-service items.

6. FACILITY MAINTENANCE & STANDARDS

- Maintain a clean, organized, and professional pro-shop environment.
- Ensure displays, technology, and fixtures are functional and well-maintained.

PREFERRED QUALIFICATIONS & REQUIREMENTS

EDUCATION & EXPERIENCE

- 2-4 years of retail management or golf shop experience (preferred).
- Experience in QuickBooks and POS System.
- Customer service and inventory management experience required.
- PGA Associate or PGA Member preferred but not required.

SKILLS & COMPETENCIES

- Strong leadership, communication, and people skills.
- Knowledge of retail operations, merchandising, and golf equipment.
- Proficient with POS systems, tee-sheet software, and basic office applications.
- Ability to multitask, prioritize, and remain professional in a fast-paced setting.

PHYSICAL REQUIREMENTS

- Ability to lift 10-20 lbs.
- Ability to stand for extended periods.
- Ability to bend, reach, and move merchandise as needed.

WORK ENVIRONMENT

- Work schedule will include weekends, holidays, and early morning/evening shifts.
- Fast-paced, member-focused environment requiring flexibility.

Applicants can send resume to email: bentoncountryclub@twc.com or mail to PO Box 221, Benton, KY 42025.