

**Job Title:** Pro-Shop Supervisor

**Location:** Mitchell Golf and Country Club

**Job Type:** Full-Time

**Reports To:** General Manager

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### **Job Summary**

Mitchell Golf Club is seeking a proactive and customer-focused Pro-Shop Supervisor to oversee daily operations of the pro shop, provide exceptional service to our members and guests, and ensure smooth retail operations. This role also includes social media content creation and assisting with event coordination during the off-season (winter months). The ideal candidate will have strong organizational skills, and the ability to create engaging content to promote the course and its events.

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### **Key Responsibilities**

#### **Pro-Shop Management**

- Manage daily pro-shop operations, including opening/closing procedures, inventory management, and merchandising.
- Provide exceptional customer service, assisting with product selection, tee time bookings, and general inquiries.
- Supervise, train, and schedule pro-shop staff to ensure smooth operations.
- Track and manage inventory, including ordering, receiving, and stocking merchandise.
- Maintain a clean, organized, and visually appealing retail environment.
- Manage POS systems and ensure accurate cash handling and sales reporting.

#### **Social Media & Marketing**

- Create and schedule engaging content for the golf course's social media platforms (e.g., Facebook, Instagram, Twitter).
- Monitor social media channels, respond to messages and comments, and engage with the community.
- Develop creative campaigns to promote events, specials, and services.
- Collaborate with the management team to maintain a consistent brand voice across all channels.

#### **Event Coordination**

- Assist in planning and coordinating in-season events, such as golf tournaments, meetings, weddings banquets etc.

- Assist in planning and coordinating off-season events, such as holiday parties, member socials, or promotional events.
  - Work closely with the General Manager and Kitchen Supervisor to handle event logistics, including vendor coordination and attendee communication.
  - Promote events through social media, email campaigns, and in-shop materials.
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### **Qualifications**

- High school diploma or equivalent (Certificate, Diploma or Bachelor's degree in Business, Marketing, or a related field is a plus).
  - Proven experience in retail management, customer service, or golf course operations.
  - Familiarity with golf equipment, apparel, and industry trends is highly preferred.
  - Strong communication and interpersonal skills.
  - Proficiency in social media platforms and basic content creation tools (e.g., Canva, Photoshop, or similar).
  - Experience with event planning or coordination is a plus.
  - Ability to work weekends, holidays, and occasional evenings as required.
  - Strong organizational and time-management skills.
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### **Skills & Competencies**

- Customer-focused mindset with a friendly and professional demeanor.
  - Ability to multitask and handle high-pressure situations calmly and effectively.
  - Creative thinking and a knack for creating engaging digital content.
  - Attention to detail in both retail operations and event planning.
  - Team player with the ability to lead and motivate others.
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### **Compensation & Benefits**

- Competitive salary based on experience.
  - Golf privileges and discounts on pro-shop merchandise.
  - Health and wellness benefits.
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Interested candidates should submit their resume and a cover letter to [Jake@mitchellgolfclub.com](mailto:Jake@mitchellgolfclub.com) by March 14th