**Job details**

Salary

$15 - $20 an hour

Job Type

Full-time

**Qualifications**

* + High school or equivalent (Preferred)
  + Customer Service: 2 years (Preferred)

**Full Job Description**

**Facility name**

The Golf Room *https://youtu.be/FyqFAY3hMNg*

Tour TGR *https://youtu.be/CK8F5lD0MHM*

**Type of facility**

Indoor 6 trackman bay facility / outdoor teaching capability at Golf Club of Dublin. We are rapidly growing as we have undergone four expansions in 4 years.

**Indoor teaching facility**?

Yes, we have a 8,000 square foot indoor facility with 6 - 20 foot Trackman, Boditrak, K-vest, and Focus Band capabilities.

**Club/facility description**

The Golf Room is Columbus Ohio one stop shop for player development. The Golf Room provides premier player development coaching swing led by owner and instructor Kyle Morris, a Golf Digest Best Young Coach, ranked as the #1 coach in Ohio and Golf Channel Academy lead coach, world renown fitness and physical therapy training with Lindsay Becker (also a top 50 golf trainer in the country according to Golf Digest), and elite golf mental training with Dr Kays and the team from VISION54. The Golf Room is also a public facility offering public access to practice and use the game’s best technology at their fingertips. Our technology includes, three trackman’s Boditrak, K-Vest, Focus band, and HeartMath.

**Get to know the owner**

Owner, Director of Instruction, Junior Champions Director, and one of Golf Digest “Best Young Instructor’s”, Kyle Morris, was endorsed by 5 of the top 20 Golf Digest Teachers in America, . For 7 years, Kyle traveled around the world playing in events on the PGA Tour Latin America, PGA Tour Canada, and Web.com tour. While touring, Kyle accumulated 5 professional wins, over 25 top 5’s, and over 50 top 15’s, with a career low round of 60.

Kyle brings to life the art and science of the swing through mentorship by Mike Bender, Stan Utley, Pia Nilsson, Lynn Marriott, and James Siekmann (All top 25 of Golf Digest Instructors). As a player, Kyle understands that there is more to golf than just the swing and that it takes a full coaching philosophy. Kyle will emphasize the individual’s unique set of skills by taking time to understand each student’s goals, commitment level, and physical issues, so that he can provide a customized plan that will maximize the golfers’ opportunity to improve. He accomplishes this by creating an individualized practice plan using the most accurate assessments and the most effective drills and training aids to efficiently turn your weaknesses into strengths. The end goal for each student is to develop maximum consistency that creates solid shots and a lifetime of enjoyment from this great game.

Kyle is also supported by an outstanding team of talented individuals. If there are physical limitations to your body, Lindsay Becker, a former trainer to Jason Day, Luke Donald, and the 2013 Presidents Cup Team, is here to help. And If you struggle getting out of your own way, Dr. Todd Kays and Focus Band can help you navigate the waters to optimal performance on the course.

**Web address –**www.TheGolfRoom.com

**Starting date** – ASAP

**Position type** – Club Fitter

**Deadline date** - ASAP

**Job description:**

The Golf Room is looking for an A-Player to join our team! We believe the person for this role is someone who enjoys and offers passion and competence in club fitting and adjustment. They must hold a relentless pursuit for perfection in every aspect of the business. They must be a self starter and want to serve both the brand and the TGR team. They will be expected to provide timely feedback and work to defined goals and due dates for assigned action items and deliverables, working cohesively with the other employees to meet or exceed goals and due dates. They have a trained eye to provide exemplary customer service by observation, guidance, and assistance to each client requesting club fitting or adjustment, while holding a high value on the customer journey. This individual will bring a can do attitude to the group and strive to deliver an exemplary customer experience.

The **Club Fitter** will have the following responsibilities:

* Provide club fittings for clients of The Golf Room by utilizing technical professional experience/knowledge, data from Trackman technology, combined while using TaylorMade, Callaway, PING, and Mizuno equipment to properly fit each client to specific needs and budget.
* Maintain a positive, empathetic, and professional attitude toward customers at all times.
* Respond promptly to customer inquiries.
* Communicate with customers through various channels.
* Acknowledge and resolve customer complaints.
* Open and Maintain customer records by recording or updating account information as necessary.
* Recommend potential products or services to management by collecting customer information and analyzing customer needs.
* Prepare weekly or monthly product or service reports by collecting and analyzing customer information.
* Contribute to team effort by accomplishing action items or deliverables as assigned.
* Identify and assess customers' needs to achieve satisfaction.
* Build sustainable relationships through open and interactive communication.
* Provide accurate, valid, and complete information by using the right methods/tools.
* Keep records of customer interactions, process customer orders, and file appropriate documents.
* Follow communication procedures, guidelines, and policies.
* Go the extra mile to engage customers.
* Greet customers warmly and personally direct them to the point of service.
* Assist with placement of orders, upgrades, refunds, or rescheduling of service as needed.
* Take payment information and any other pertinent data such as addresses or phone numbers to update customer profiles.
* Answer any questions about service offerings and pricing as necessary.
* Provide information on products and services upon inquiry, including taking payment information and setting up appointments.
* Utilize computer technology to update company and client information as needed.
* Update databases, spreadsheets, and inventory lists as necessary.

**The Golf Room is looking for someone with the following qualities:**

* Proven club fitting, golf industry, and customer service experience.
* Outgoing personality with strong interpersonal and social abilities with active listening skills.
* Customer orientated mindset and ability to adapt/respond to different types of personalities.
* Excellent communication and presentation skills.
* Ability to multi-task, prioritize, and manage time effectively.
* Strong written and verbal communication skills.
* High level of organization and attention to detail, with excellent time management skills.
* Demonstrated problem solving and critical thinking skills.
* Familiar with various computer systems and data input practices.
* High school diploma required; college degree is a plus.

**Compensation and benefits.**

* $15/hr. - $20/hr. based upon experience.
* Can be added to group health insurance plan but will pay for it themselves fully.

**Please include resume and cover letter.**

Job Type: Full-time

Pay: $15.00 - $20.00 per hour

Benefits:

* Flexible schedule
* Health insurance

Schedule:

* Monday to Friday

Education:

* High school or equivalent (Preferred)

Experience:

* Customer Service: 2 years (Preferred)
* Club Fitter: 2 years (Preferred)
* Golf Industry: 2 years (Preferred)

Work Location:

* One location

Company's website:

* www.thegolfroom.com

Work Remotely:

* No

Just posted

If you require alternative methods of application or screening, you must approach the employer directly to request this as Indeed is not responsible for the employer's application process.

Report job

