



JOB TITLE: Golf Shop Associate
REPORTS TO: Head PGA Golf Professional & First Tee Director of Operations
STATUS: Non-Exempt (Hourly)
SCHEDULE: Part-Time (18-29 hours per week), including evenings, weekends and holidays
COMPENSATION: \$15 per hour
POSITION LOCATION: The Links at Mass Golf – 300 West Main Street, Norton, MA
APP DEADLINE / START DATE: Open until filled
SEASON: March 15 – November 15

ABOUT THE LINKS AT MASS GOLF: Founded in the early 1960s, The Links at Mass Golf is the flagship site of First Tee – Massachusetts and is owned and operated by Mass Golf. Located just minutes from Route 495 in Norton, MA, The Links is a public 18-hole par-3 course serving approximately 150 members and hosting more than 14,000 rounds annually. In addition to outdoor play, the facility includes two Golf Zone indoor simulators, offering year-round golf experiences and programming.

ABOUT THE ROLE: The Golf Shop Associate plays a key role in delivering a welcoming, professional, and positive experience for members and guests. Strong communication skills, attention to detail, and a customer-first mindset are essential. This position offers valuable hands-on experience in golf operations and retail management and is ideal for individuals interested in sports management, hospitality, or pursuing a career in the golf industry.

RESPONSIBILITIES:

Golf Shop Operations:

- Greet members and guests and provide a positive, welcoming experience.
- Deliver exceptional customer service and sales assistance.
- Utilize club software to manage tee time, simulator, and tournament reservations.
- Operate the point-of-sale (POS) system accurately and efficiently.
- Answer telephone inquiries and assist guests in a professional and resourceful manner.
- Enforce club and course policies in a respectful and consistent manner.
- Work both independently and collaboratively within a team environment.
- Perform other related duties as assigned.

Merchandising:

- Assist with receiving, organizing, and maintaining shop inventory.
- Support merchandising displays and visual presentation standards.
- Process and follow up on special orders as needed.
- Help monitor inventory levels and communicate restocking needs.

QUALIFICATIONS:

- Customer service or retail experience preferred but not required.
- Strong interpersonal and communication skills.
- Detail-oriented with the ability to multitask in a fast-paced environment.
- Basic computer proficiency and comfort using POS systems.

BENEFITS:

- Golf playing privileges (based on availability)
- Employee discounts on Golf Shop merchandise

HOW TO APPLY: All interested applicants should email Drew Chapman, Head PGA Golf Professional at The Links at Mass Golf: dchapman@massgolf.org, or stop by The Links to fill out an application in person.

Mass Golf is an equal opportunity employer and is committed to creating an inclusive environment for all employees.