



<b>Job title:</b>	<b>Assistant Manager</b>		
<b>Work Location:</b>	iSwing Indoor Golf, located at 42101 N 41 <sup>st</sup> Drive, Suite 124, Phoenix AZ, 85086		
<b>Reports to:</b>	Manager		
<input checked="" type="checkbox"/> <b>Full-time</b> <input type="checkbox"/> <b>Part-time</b> <input type="checkbox"/> <b>Contractor</b>	<b>40 Hours / Week</b>	<input type="checkbox"/> <b>Salary</b> <input checked="" type="checkbox"/> <b>Hourly</b>	<input type="checkbox"/> <b>Exempt</b> <input checked="" type="checkbox"/> <b>Nonexempt</b>

**Essential Duties and Responsibilities:**

The Assistant Manager helps to run the daily operations at iSwing. Under the guidance and direction of the Manager, the Assistant Manager oversees the job performance of the Customer Service Specialist and ensures business goals are being met. The Assistant Manager performs some of the same basic duties as the Customer Service Specialist, but with the following additional managerial responsibilities:

The Assistant Manager is responsible for:

- Training employees to ensure compliance with all company policies and procedures.
- Setting employee schedules and ensuring all shifts are covered on a weekly basis.
- Working with the golf instructors to set schedules for lessons/clinics and adjusting the online booking system accordingly.
- Planning, coordinating, and running weekly golf leagues, tournaments, and events.
- Managing supplier accounts to place orders for merchandise, liquor, and business supplies.
- Contacting vendors to troubleshoot and resolve facility and IT issues.
- Resolving customer disputes and notifying management of recordable incidents.

**Education, Work Experience, and Skill Requirements:**

The Assistant Manager must:

- Have excellent verbal and written communication skills, including ability to effectively communicate with customers.
- Have excellent computer proficiency (MS Office – Word, Excel and Outlook).
- Be able to work under pressure while maintaining a positive attitude and providing exemplary customer service.
- Be able to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Be at least 18 years of age in order to legally handle and serve alcohol in the state of Arizona.
- Possess, or being willing to obtain (company paid), an Arizona Title 4 BASIC liquor training certification.
- Have prior customer service, business administration, and managerial experience. Golf industry experience a plus.

**Physical Requirements:**

The Assistant Manager must have the ability to:

- Talk, listen and speak clearly on the telephone.
- Safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Maintain regular, punctual attendance.
- Lift and carry up to 50 lbs.

**Employee Name (print):**

**Employee signature:**

**Date:**

**Date Hired:** \_\_\_\_\_

**Hired By (Print Name):** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_