



<b>Job title:</b>	<b>Customer Service Specialist</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 / Assistant Manager		
<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Contractor	<b>20-30 Hours / Week</b>	<input type="checkbox"/> Salary <input checked="" type="checkbox"/> Hourly	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

**Essential Duties and Responsibilities:**

The Customer Service Specialist ensures patrons receive a first-class experience at iSwing. From the moment customers arrive, the Customer Service Specialist is there to accommodate and to serve. The Customer Service Specialist offers a hassle-free check-in process, provides in-bay technical support, serves drinks and snacks, maintains a clean facility, and manages inventory and sales.

The Customer Service Specialist is responsible for:

- Opening and/or closing the facility (depending on shift time)
- Greeting customers, providing facility tours, answering the phone, and scheduling appointments.
- Managing the check-in and check-out process for customer appointments and golf club rentals.
- Walking customers to their bay, answering questions, and providing in-bay technical support.
- Checking customer identification and serving beer and wine (must be over 18 years of age).
- Cleaning up the golf bays in between appointments and cleaning the facility regularly throughout the shift.
- Performing inventory counts and restocking the bar area, supply closet, restrooms, and merchandise racks.
- Perform other related general office administrative duties as assigned by the manager.
- Maintaining compliance with company policies and procedures at all times.

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

The Customer Service Specialist 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 and/or business administration experience.
- Golf industry experience a plus.
- Sales experience a plus

**Physical Requirements:**

The Customer Service Specialist 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):**

<b>Employee signature:</b>	<b>Date:</b>
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<b>Date Hired:</b> _____	<b>Hired By (Print Name):</b> _____ <b>Title:</b> _____ <b>Signature:</b> _____
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