



**Job Description:** Customer Service Counter Clerk

**Job Summary:** The Customer Service Counter Clerk is a customer service-oriented team member who completes general day to day tasks and activities of the North Ottawa Rod & Gun Club to provide a safe, clean and friendly environment for the club's members, volunteers and guests. This role is also responsible to perform basic math functions as well as handle money for various retail transactions of: memberships, rounds, concessions, and other retail sales. Under the leadership of the club Manager, the clerk will be trained and may also be required to attend additional on the job training to perform the job requirements safely and efficiently. Under the direction of the Manager, this role is charged to complete daily/weekly/monthly tasks as provided (checklists provided) which will ensure the club facilities are consistently maintained at a high safety and operational standard.

**Position Reports To:** NORGC Club Manager

**Position Type:** Hourly, Non-Exempt

**Remote Work:** No

**Responsibilities Include & Not Limited To:**

- Open and close the club as assigned by the weekly worked schedule.
- Always adheres to safety standards and notifies Manager immediately of violation to club safety policies, practices and standards.
- Informs and promotes Club instructional programs, services, classes and events to guests and members.
- Performs various retail activities of the club. (memberships, concessions, shooting rounds, etc...)
- Stocks, organizes and backfills retail inventory at the end of every worked shift.
- Notifies the Manager when supplies/inventory is needed to keep sufficient supplies on hand.
- Consistently and daily keeps clubhouse neat and orderly and ensures the bathroom areas are neat, clean and sanitary adhering to the checklists. (\*Required daily checklist sheet completed, signed off)
- Displays an exceptional positive demeanor to promote a good relationship with guests and members while conducting themselves to a high moral and ethical standard.
- Employees are the public face of the club, therefore employees are responsible to keep busy during each working shift; cleaning, sweeping, organizing, vacuuming and related activities during downtimes. Employees may not sit and attend to; personal work, surfing the internet, homework, playing games or music and similar.
- Timely notifies the Manager any concerns. Brings suggestions to the Manager for potential improvements in operation of the club.
- Monitors activity as well as range(s) activities (inside and outside) of the clubhouse.
- Ability to be cross-trained into all areas of the duties of this position, both inside and outside of the clubhouse.
- Picks up spent casings in designated areas left behind by members, remove litter (inside and outside on the grounds), empty all trash cans (inside and outside) and empty boxes into appropriate dumpsters.
- Refill the throwers keeping the skeet and trap machines filled and houses free of cardboard and debris. (includes stocking cases of targets in the houses as necessary, carrying boxes of targets to the stations)



- Awareness and promotion of safety to include communication with guests if not adhering to club rules (i.e. firearm safety) and notifies Manager of such problems.
- “Pulling” for shooters as they call with a remote-control device while keeping ACCURATE scores.
- Other duties as assigned and related to the functions of the role.

**Position Qualifications:**

- Is an effective team member who works in harmony with co-workers, members and guests and consistently communicates in a courteous-helpful manner.
- Ability to self-motivate, multi-task and prioritize responsibilities in work with or without written or verbal direction. (i.e. find things that need to be done to stay busy during working hours)
- Excellent communication skills to effectively explain safety procedures and instructions to guests.
- The ability to carry out tasks on time, efficiently and to completion (follow through).
- Precise attention to details in all work.
- Must report to work, ready to work, well-groomed and in clean appropriate attire.
- Able to take direction and feedback constructively with a willingness to learn.
- Reliable attendance. (Reliable transportation)
- Ability to respond quickly and repeatedly to verbal commands of the guests when using the remote devices

**Physical Requirements:** While performing the functions of this role, the associate will be required to; lift, move and carry up to 30 pounds safely without assistance, repeatedly. Will also be required to push, pull, reach, bend, twist, turn, kneel, stoop and stand. May stand for extended periods of time during worked shift. Potential for exposure to the outside elements for periods of time; sunlight, heat, cold, rain, snow. Able to tolerate loud noises.

**Minimum Qualifications:**

- Must be at least of 16 years old and possess a strong work ethic.
- Knowledge of guns, gun safety and shooting safety is preferred.
- Prior retail experience a plus.
- Employees are expected to be pleasant, attentive, and tactful to guests, members, and their co-workers at all times.

**Education:** Some high school education.

**Apply:**

Fill out an application in person at NORGC located at 13084 160<sup>th</sup> Ave., Grand Haven, MI.  
Contact Brenda Teunis at 616.638.4867