



LAKEFRONT MARINE, INC.

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FONTANA, WISCONSIN 53125-0320



On Lake Geneva

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www.GordysBoats.com

POSITION SPECIFICATION

POSITION TITLE: Pro Shop Seasonal Staff

DIRECT REPORTS: None

REPORTING TO: Pro Shop Manager

LOCATION: Fontana, Wisconsin

Gordy's is looking for an individual that possesses a strong work ethic, is good with customers, and is good at selling. This person must be reliable, loyal and accountable. Coming to work every day with a goal to make the business better must be the attitude of this person.

SCOPE AND RESPONSIBILITIES:

Customer Service

- Deliver excellent service to all customers
- Be welcoming and inviting to all customers
- Try to "Wow" the customer with great service
- Ensure that customer inconveniences, complaints and misunderstandings are dealt with professionally
- Ensure that customer's experiences in the PS are of the highest quality
- Conduct all business in accordance with the Gordy's Mission and Values Statement

Operations

- Be flexible to change to help make the department as efficient and effective as possible
- Help managers with all PS inventory - including ordering, receiving, bar coding, selling, all inventory storage locations and periodic inventory hard counts
- Policies and procedures must be followed by all team members
- Cleanliness and organization of the shop is a requirement of all staff members
- Develop strong selling techniques to up-sell and turn inventory
- Help with any/all special events (Wakeboard Tournament)
- Must show up to work when scheduled and be on time

Employee Relations

- Be a good team member and support those you are working with
- Have a flexible schedule so that managers can schedule staff for 7/days per week coverage
- Take any work concerns or complaints to your manager. Not in front of any customer
- Encourage your teammates to perform well and lead by example

SKILLS AND ABILITIES:

- Strong selling skills
- Product knowledge
- Strong customer relations skills
- Accountability
- Computer skills