## General Statement of Duties
Assists customers in the Golf Pro Shop with purchasing merchandise, answering questions and accepting payment for goods.

## Distinguishing Characteristics
Golf Sales Associate is distinguished from a Golf Pro Shop Assistant in the type of level of duties performed. The Golf Pro Shop Assistant is performing lead work duties over the lower level classifications within golf and will make cash deposits at the bank.

## Guidelines, Difficulty and Decision-Making Level
Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

## Level of Supervision Received & Quality Review
Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

## Interpersonal Communication & Purpose
Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

## Level of Supervision Exercised
None

## Essential Duties
Sells merchandise in the Golf Pro Shop and uses a cash register to collect payment of golf merchandise. Interacts with patrons and provides excellent customer service.

Organizes and displays merchandise to Golf Pro Shop standards.

Answers telephones and responds to customers questions regarding merchandise.

Informs the appropriate personnel when supplies are low and need to be ordered.

Assists customers with reservations in person or over the phone.

Assists golf employees with set up for tournaments.
Assigns tee times to players and manages the first tee and determines who goes next.

Keeps the Pro Shop clean and orderly.

Operates a variety of office equipment.

Performs other duties as assigned:

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

- **Arithmetic** - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

- **Attention to Detail** - Is thorough when performing work and conscientious about attending to detail.

- **Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

- **Oral Communication** - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

- **Self-Management** - Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

### Knowledge & Skills

Skill in utilizing a computer to complete standard, repetitive tasks.

### Education Requirement

None

### Experience Requirement

None

### Education & Experience Equivalency

None

### Licensure & Certification

Must be at least 16 years of age at the time of application.

### Working Environment

- **Sitting**: remaining the normal seated position.
- **Carrying**: transporting an object, usually by hand, arm, or shoulder.
- **Fingering**: picking, pinching, or otherwise working with fingers.
- **Feeling**: perceiving attributes of objects by means of skin receptors.
- **Talking**: expressing or exchanging ideas by means of spoken words.
- **Hearing**: perceiving the nature of sounds by the ear.
Eye/hand/foot coordination: performing work through using two or more.

<table>
<thead>
<tr>
<th>Level of Physical Demand</th>
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<tbody>
<tr>
<td>1-Sedentary (0-10 lbs.)</td>
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<thead>
<tr>
<th>Physical Demands</th>
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<tr>
<td>(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):</td>
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</tbody>
</table>

- **Sitting:** remaining the normal seated position.
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- **Hearing:** perceiving the nature of sounds by the ear.
- **Eye/hand/foot coordination:** performing work through using two or more.
- **Standing:** remaining on one's feet in an upright position.
- **Lifting:** raising or lowering objects weighing no more than 10 pounds, from one level to another.

<table>
<thead>
<tr>
<th>Background Check Requirement</th>
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<tr>
<td>Criminal Check</td>
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<th>Assessment Requirement</th>
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<table>
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<th>Probation Period</th>
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<tr>
<td>Established By: Lori Schumann</td>
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<td>Class History:</td>
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