



Office of Human Resources
Golf and Pro Shop Assistant - CC2529
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Assists in the day-to-day operations of a golf facility pro shop and course.

Distinguishing Characteristics

Golf/Pro Shop Assistant is distinguished from Recreation Facility Assistant positions at a golf facility. Recreation Facility Assistant may assist in the operations of a golf pro shop on a limited basis while duties to provide golf pro shop assistance are a primary responsibility of Golf/Pro Shop Assistant. Golf/Pro Shop Assistant is also distinguished from Golf Professional and Assistant Golf Professional. Golf/Pro Shop Assistant provides assistance in the operation of a golf pro shop but does not direct or manage those operations or perform other golf professional work. This class is further distinguished by the following factors:

Level of Supervision Exercised

May perform lead work over temporary employees.

Essential Duties

Opens and closes the Pro Shop and performs all associated duties.

Acts on behalf of the Manager and Director of Golf by administering existing policies and regulations.

Responsible for interacting with patrons and providing them excellent customer service and satisfaction.

Uses a computerized cash register to collect golf fees and make retail merchandise sales.

Completes necessary registration paperwork.

Determines order of play and calls players to the first tee making sure to stay on time.

Answers the phone and makes reservations.

Provides information and answers questions concerning various programs.

Receives, prices and stocks various retail items.

Assists with inventory count of retail items.

Keeps the golf shop clean and orderly.

When requested, pulls carts out and washes golf carts, puts carts in the storage area at the end of the day, empties trash and keeps the cart storage area clean and orderly.

When assigned or requested, performs other duties related to the maintenance and operations of a golf course and/or driving range.

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.

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

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of the techniques, principles and regulations of golf programs.

Skill in using a computerized cash register.

Skill in filling out forms and completing paperwork related to the work assignment.

Skill in maintaining and ensuring cleanliness of equipment.

Education Requirement

None

Experience Requirement

One (1) year of experience in the game of golf on a recreational basis.

Education & Experience Equivalency

None

Licensure & Certification

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

Working Environment

Subject to variations in temperatures from hot to cold.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-608

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: