



Golf Services Aide

SUMMARY

Under direct supervision, assists in conducting activities and programs in connection with the Town's municipal Golf Course and Pro Shop; provides responsible customer service to program participants; assists with the maintenance of the golf course cart fleet; performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Golf Services Supervisor; may receive technical and functional direction from higher-level or more experienced staff. No supervision of staff exercised.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Greets and assists members of the public when they arrive to the golf course.
- Assists with answering questions from the public regarding gold course programs and services either in person or over the phone.
- Maintains the condition of golf carts with specific attention to their cleanliness and appearance.
- Communicates the need for supplies necessary for day-to-day operations of their given areas.
- Follows procedures for proper opening and closing of the cart and range operations.
- Assists with Pro Shop operations and sales.
- Assists with day-to-day golf reservations by reserving tee times and lessons, check-in customers, and receiving payments.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry level in the Golf Services series. Incumbents of this classification have a wide range of responsibilities that relate to assisting with the overall operation of the Town's municipal Golf Course. Work is generally reviewed in progress and upon completion. Incumbents are expected to refer matters that do not fit a clear pattern to the supervisor for instructions. This class is distinguished from the Golf Services Retail Assistant in that the latter has more responsibility within golf course operations, and/or administrative functions.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade AND a minimum on one (1) years' experience in customer service. Must be available for weekend, holidays, and shift work.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:

- Principles, practices, methods, techniques, procedures, and customer service delivery needs related to the program area(s) to which assigned.
- Applicable Federal, State, and local laws, regulations, codes, and guidelines related to the program area(s) and facilities to which assigned.
- Applicable safety precautions and procedures related to the program area(s) and facilities to which assigned.
- Principles, practices, and methods, of retail sales, merchandising and cash handling.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques of dealing with individuals of various ages and from various socio-economic groups and for effectively representing the Town in contacts with users and the community.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.
- Applicable Federal, State, and local laws, regulations, codes, and guidelines related to the program area(s) and facilities to which assigned.

Ability to:

- Learn, interpret, apply, and explain Federal, State, and local policies, procedures, laws, and regulations related to the assigned program area(s).
- Provide courteous assistance to facility patrons.
- Work in a golf retail sales environment.
- Understand and carry out both oral and written instructions in an independent and timely manner.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software application programs.
- Learn basic golf cart maintenance.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Collects and records program fees.
- Establish and maintain effective working relationships with those contacted in the course of the work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, or calculator, and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees within this classification will work outdoors and may be exposed to inclement weather conditions and hot and cold temperatures. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. May be required to work weekends, holidays and/or shift work.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*