FLSA: Non-Exempt*

Golf Services Assistant

SUMMARY

Under general supervision assists the Golf Services Supervisor with the daily operations of the Pro Shop and Cart Barn. Duties include opening and closing the Pro Shop, answering telephone calls, making golf reservations, assisting customers, and assisting with the receiving, pricing, merchandising, management, and maintenance of inventory and retail goods. Provides cleaning, charging, and routine maintenance of the golf cart fleet; manages and maintains the Cart Barn, cart staging areas, and surrounding exterior areas; and ensures these areas remain clean, organized, and well-maintained. Performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Golf Services Supervisor. May exercise technical and functional direction over assigned part-time or seasonal staff.

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:*

- Administers point of sales transactions and maintain the day-to-day golf reservation systems by reserving tee times and lessons, check-in customers, and receiving payments.
- Provides excellent customer service.
- Handles telephone calls and assist in golf shop operations.
- Prepares and maintains a variety of files and reports on a daily, weekly, monthly, and annual basis relating to the functions of assigned facilities.
- Receives cash and other forms of payment, such as checks and credit cards, for designated items; makes appropriate change; reconciles petty cash and cash drawers in an accurate and timely manner; processes refund requests and distributes to the appropriate personnel for approval; follows up with customers on outstanding payments for all private rentals.
- Understands and monitor the tee sheet and be able to communicate play restrictions as it relates to guests, accompanied and unaccompanied groups while consistently maintaining communications and coordination with the starter and outside services.
- Provides full tournament and event enrollment functions for members including event dates, format explanation, handicap requirements, and opening/closing dates for event registration.
- Helps coordinate sales to move slow inventory and season ending markdowns.
- Utilizes the club specific point of sale system to accurately execute golf shop sales, inventory control and the receiving of inventory.
- Creates visual merchandising displays and assist in rearranging the Pro Shop periodically.
- Monitors special orders and contact members upon arrival.

- Accurately logs and charge members and guests for golf fees.
- Follows procedures in opening and closing the Pro Shop.
- Assists with the maintenance of the golf course's cart fleet.
- Performs duties to keep maintain the operations of the driving range.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the Golf Services series. Incumbents, under the direction of the Golf Services Supervisor, 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. This class is distinguished from the Golf Services Supervisor in that the latter assumes broader responsibilities requiring a higher level of comprehensive knowledge of and more experience in the development and provision of golf course operations, the ability to organize and oversee the work of staff, and the ability to execute significant administrative responsibilities.

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 of two (2) years experience in retail or customer service. Golf course operations experience is highly desired.

LICENSE AND CERTIFICATION REQUIREMENTS

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

Knowledge of:

- Departmental practices and procedures and applicable Town policies.
- Word processing methods, techniques, and programs; general accounting methods, procedures, and terminology; database and spreadsheet applications and programs.
- Principles, practices, and methods, of retail sales, merchandising and cash handling.
- Basic recreational, cultural, and social needs of the community.
- Strong organization, computer, and communication skills.
- Applicable Federal, State, and local laws, regulations, codes, and guidelines related to the program area(s) and facilities to which assigned.
- Basic mathematics and statistical principles.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to members of the public and Town staff, in person and over the telephone.

Ability to:

- Learn, interpret, apply, and explain Federal, State, and local policies, procedures, laws, and regulations related to the assigned program area(s).
- Prepare written narratives, correspondence, notices, and/or other marketing materials or reports in a clear and concise format.
- Maintain and update a variety of files and records, including confidential documentation.

- 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.
- 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.
- 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. Certain positions within this classification may 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.

**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.*