



Career Service Authority
Golf/Pro Shop Assistant

Page 1 of 4

GENERAL STATEMENT OF CLASS 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:

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 practices to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and 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 Communications and 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:

May perform leadwork 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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty - Displays a high standard of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

Customer Service - Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact empathy, cooperation, concern and politeness to others; relates well to different people from varied backgrounds and different situations.

Flexibility - Adapts quickly to changes.

Conscientiousness - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Knowledge of mathematics sufficient to be able to perform a variety of calculations.

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.

Knowledge of lead work principles and practices sufficient to be able to establish priorities, assign and review work and resolve problems.

Skill in understanding and following oral, illustrated, written or demonstrated instructions.

Skill in using a computerized cash register.

Skill in communicating and presenting factual information related to the work of the work assignment.

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

Skill in maintaining and ensuring cleanliness of equipment.

Physical Demands:

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.

Working Environment:

Subject to variations in temperatures from hot to cold.

Education Requirement:

Graduation from high school or possession of a GED Certificate or enrollment in and regular attendance at a high school.

Experience Requirement:

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

Education/Experience Equivalency:

None

Licensure and/or Certification:

Must be at least 16 years of age.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 11/23/2008

ESTABLISHED BY: Paul Wiberg

REVISED DATE:

REVISED BY:

CLASS HISTORY