



Career Service Authority
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JOB SPECIFICATION MEMORANDUM

TO: All agencies citywide
Holders of Job Specification Books

FROM: Alena Martinez

DATE: May 5, 2008

SUBJECT: New and/or revised Job Specifications

Attached are revised and/or new job specifications. These should be placed in your job specification book.

Old job specifications listed in the column "Job Specifications to be Removed" should be removed from your book and destroyed.

Agencies that hold only selected job specifications may discard those that are not classes within their agency.

**New and Revised
Job Specifications**

Assistant Golf Professional
Rev. 05/11/2008

**Job Specifications
to be Removed**

Assistant Golf Professional
Rev. 07/15/2007



Career Service Authority
Assistant Golf Professional

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GENERAL STATEMENT OF CLASS DUTIES

Conducts standard-level golf professional work assisting the Golf Professional in devising, coordinating, and promoting daily play and tournament activities, golf lessons, pro shop operations, merchandising, and golf car fleet operations.

DISTINGUISHING CHARACTERISTICS

Assistant Golf Professional performs standard/intermediate level golf professional work. It is distinguished from Golf Professional which is a supervisory class that also has full performance level golf professional duties and responsibilities. Assistant Golf Professional is also distinguished from Golf Course Operator, which manages the day to day operations of a city golf course.

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 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 presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs leadwork over seasonal and regular employees.

ESSENTIAL DUTIES

Assists a Golf Professional with the design, marketing, and implementation of golf programs that result in increased course revenues and enhanced customer service.

Enforces golf course rules and regulations and maintains PGA standards and policies.

By position, assists in creating high profile lesson programs to attract large numbers of golfers to golf courses and related facilities.

By position, assists in coordinating daily play, tournament, and other golf activities to balance play and course conditions at appropriate levels, provide maximum service and enhance per round revenues.

By position, administers pro shop operations to include merchandizing hard and soft goods, receiving all incoming shipments of merchandise, calculating wholesale and retail prices for all items, entering all shipments received into inventory and maintaining displays on sales floors. Rotates merchandise among facilities on a regular basis. Ensures that proper documentation is prepared for all transfers among facilities, completes physical inventories on a regular schedule and maintains current inventory and sales records. Prepares annual buying plan based on analysis of sales data and industry trends and completes purchase orders for payment of pro shop invoices.

By position, assists in the management of golf car fleet operations, including involves staging, marketing, appearance and collection, deposit and accounting of fees and charges.

By position, performs leadwork over personnel assigned to the golf shop and golf cart fleet.

By position, assists in the management of range operations.

Performs other related duties as assigned or requested.

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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.
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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.

Oral Communication - Expresses information to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Problem Solving - Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication - Expresses facts and ideas in writing in a succinct and organized manner.

Reading - Understands and interprets written material, including technical materials, rules, regulations, instruction, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

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

Technical Competence - Uses knowledge that is acquired through formal training and/or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Flexibility - Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles; effectively deals with ambiguity.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

Reasoning - Identifies rules, principles or relationships that explain facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.

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.

Teamwork - Encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Knowledge of golf rules and regulations sufficient to be able to perform a variety of duties related to the work assignment.

Knowledge of marketing strategies sufficient to be able to promote events, activities, or membership.

Skill in using the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Knowledge of golf rules and regulations sufficient to be able to promote events, activities, or membership.

Skill in applying various approaches to teach and instruct a wide variety of golfers.

Skill in using the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Knowledge of golf rules and regulations sufficient to be able to perform a variety of duties related to the work assignment.

Knowledge of golf course maintenance procedures and practices sufficient to be able to assist in the coordination, use and maintenance of equipment, activities, buildings and grounds.

Knowledge of inventory practices and requirements sufficient to be able to maintain an adequate level of supplies.

Knowledge of merchandising and inventory practices and procedures sufficient to be able to perform a variety of duties related to the work assignment.

Knowledge of golf cart preventative practices and procedures sufficient to be able to maintain the golf cart fleet through out the year.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force upon an object so the object is away.

Pulling: exerting force upon an object so that it is moving to person.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands/feet

Reaching: extending the hands(s) and arms(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with fingers.

Fingering: picking, pinching, or otherwise working with fingers.

Feeling: perceiving attributes of objectives by means of skin receptors.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: raising or lowering an object 25-50 pounds.

Far acuity: ability to see clearly at 20 feet or more.

Near acuity: ability to see at 20 inches or less.

Field of vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color vision: ability to distinguish & identify different colors.

Working Environment:

Temperature changes: variations in temperature from hot to cold.

Wet: frequent contact with water or other liquid.

Humid: conditions with high moisture content to cause bodily disruptions.

Atmospheric conditions: conditions that affect the skin or respiratory system.

Pressure due to multiple calls and inquiries

Subject to long irregular hours

Subject to many interruptions

Subject to varying and unpredictable situations

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

At least two years of experience in the golf industry.

Education/Experience Equivalency:

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

Licensure and/or Certification:

Class "A" membership in the PGA/LPGA at the time of application. This membership status must be maintained while holding an Assistant Golf Professional position as a condition of employment.

OR

Enrollment in a program to attain class "A" PGA/LPGA membership status at the time of application or by the end of probation. Enrollment in a program must be continuous, and satisfactory progress otherwise maintained until class "A" membership is attained.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 10/01/1997

REVISED DATE: 07/15/2007
05/11/2008

REVISED BY: Paul Wiberg

CLASS HISTORY July 16, 2007. Supervisory duties, responsibilities, supervisory training requirement and related KSA's removed. Adapted to updated class specification format. Distinguishing characteristics aligned at the standard performance level. Competencies added. May 7, 2008. *Licensure and/or Certification* requirements clarified.