



Office of Human Resources
Golf Sales Associate Lead - CC2529
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General Statement of Duties

Performs regularly assigned lead work over staff assisting customers in the Golf Pro Shop with purchasing merchandise, answering questions and accepting payment for goods.

Distinguishing Characteristics

This classification performs permanently assigned lead work duties over Golf Sales Associates. Golf Sales Associate Lead is distinguished from Golf Sales Associate positions at a golf facility who do not perform leadwork. Golf Sales Associate 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 Sales Associate Lead. Golf Sales Associate Lead is also distinguished from Golf Professional and Golf Professional 1st Assistant. Golf Sales Associate Lead provides assistance in the operation of a golf pro shop but does not direct or manage those operations or perform other golf professional work.

Essential Duties

Performs lead work over staff assisting customers in the Golf Pro Shop with purchasing merchandise, answering questions and accepting payment for goods.

Trains employees in the day-to-day procedures of the work unit and mastery of individual knowledge, skills, and abilities essential to work tasks.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Resolves problems encountered during daily operations and determines appropriate solutions.

Assigns work to employees, monitors work status, and reviews completed work for accuracy and conformance to work goals, and assisting in the training of employees.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Sells merchandise in the Golf Pro Shop and uses a cash register to collect payment of golf merchandise. Interacts with patrons and provides excellent customer service.

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.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Performs other related duties as assigned.

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.

Level of Supervision Exercised

Performs regularly assigned lead work over golf pro shop staff.

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.):

Carrying: Transporting or moving an object.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.

Fingering: Picking and pinching, through use of fingers or otherwise.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-08

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 11/1/21

Revised By: LS

Class History:

Changed title from Golf and Pro Shop Assistant to Golf Sales Associate Lead. Revised duties to align with lead work.