



Office of Human Resources
Golf Course Operator Assistant - CJ3043
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General Statement of Duties

Assists with the day-to-day operations of a par three golf course, driving range, miniature golf course, and shop merchandise sales.

Distinguishing Characteristics

The Assistant Golf Course Operator is distinguished from the Golf Course Operator, which performs full performance level supervision of staff engaged in the maintenance and operations of the city's Aqua Golf and Harvard Gulch Golf Courses, which includes a par three golf course, miniature golf course, water driving range, and merchandise sales.

Essential Duties

Assists the Golf Course Operator with the day-to-day operations of the Harvard Gulch Golf Course and/or the Aqua Golf Driving Range, and acts as the manager on duty in the absence of the Golf Course Operator.

Works with customers on a daily basis to answer general questions, provide direction and support, assist with sales, and provide excellent customer service and satisfaction.

Assists with management of the pro-shop, which includes overseeing the front counter and cashier systems, cash handling, assisting customers with retail sales, overseeing operation of vending machines, purchasing, and maintaining inventory of stock items.

Prepares routine revenue deposits from pro-shop cashiering systems, reconciles cash and credit statements, prepares bank deposit slips, verifies deposits with bank statements, ensures cash registers are adequately funded, and records financial information in accounting systems.

Reviews routine accounting transactions, documents, and financial calculations in order to ensure correctness and accuracy of records and data, and ensures compliance with fiscal rules, policies, and procedures.

Trains grounds crews in the retrieval and cleaning of golf balls from the driving range lake, stocking the range ball dispensers, and assisting crews as necessary.

Maintains pro-shop and facilities, which includes cleaning and ensuring cleanliness of facilities, cleaning bathrooms, minor repairs and renovations, and scheduling major repairs and maintenance activities with a trades professional.

Maintains facility grounds and parking lots, which includes pulling weeds, tending flowerbeds, mowing grass around facilities and parking lots, maintaining and repairing water features, golf ball retrieval, and golf ball washing equipment, making minor repairs to irrigation systems and hand watering grounds, and scheduling major repairs and maintenance activities with a trades professional.

By position, assists with coordinating and setting up tournaments, special events, night golf, and other activities.

By position, may be required to be on-call to address emergent needs.

Performs other related duties as assigned.

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.

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

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.

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.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and among the public.

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.

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.

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 & Skills

Knowledge of inventory techniques sufficient to be able to maintain adequate levels of supplies.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Skill in ensuring the enforcement of rules and regulations.

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

Skill in maintaining and repairing equipment common to the field

Skill in developing and implementing policies and procedures related to the work environment.

Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of problematic situations.

Level of Supervision Exercised

By position, performs supervision over golf shop and maintenance personnel.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of experience in hospitality or retail management.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Potential exposure to temperature changes: variations in temperature from hot to cold.

Potential exposure to humid conditions with high moisture content to cause bodily reactions.

Potential exposure to sufficient noise to cause distraction or possible hearing loss.

Potential exposure to conditions where there is danger of life, body, and/or health.

Potential exposure to conditions that affect the skin or respiratory system.

Potential exposure to hazards from electro/mechanical/power equipment.

Frequent contact with water or other liquid.

Pressure due to multiple calls and inquiries.

Subject to hazards of flammable, explosive gases.

Subject to long irregular hours.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Climbing: Ascending or descending an object or ladder.

Crouching: Positioning body downward and forward.

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

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

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

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

Kneeling: Assuming a lowered position.

Lifting: Moving objects weighing no more than 50 pounds from one level to another.

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

Pushing: Exerting force upon an object so that it moves away from the person.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-10

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 3/4/2021

Revised By: LS

Class History: Revised experience requirements