



Office of Human Resources  
Golf Sales Associate - RG2944  
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### General Statement of Duties

Assists customers in the Golf Pro Shop with purchasing merchandise, answering questions and accepting payment for goods.

### Distinguishing Characteristics

Golf Sales Associate is distinguished from a Golf Pro Shop Assistant in the type of level of duties performed. The Golf Pro Shop Assistant is performing lead work duties over the lower level classifications within golf and will make cash deposits at the bank.

### Essential Duties

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.

Organizes and displays merchandise to Golf Pro Shop standards.

Answers telephones and responds to customers questions regarding merchandise.

Informs the appropriate personnel when supplies are low and need to be ordered.

Assists customers with reservations in person or over the phone.

Assists golf employees with set up for tournaments.

Assigns tee times to players and manages the first tee and determines who goes next.

Keeps the Pro Shop clean and orderly.

Operates a variety of office equipment.

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

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

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

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

Skill in utilizing a computer to complete standard, repetitive tasks.

### Level of Supervision Exercised

None

### Education Requirement

None

### Experience Requirement

None

### Education & Experience Equivalency

None

### Licensure & Certification

Must be at least 16 years of age at the time of application.

### Working Environment

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.

### 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.  
Standing: Remaining in a stationary position.  
Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

Criminal Check

**Assessment Requirement**

None

**Probation Period**

None

**Class Detail**

**Pay Grade: CR-07**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 1/1/2023**

**Revised By: AM**

**Class History: 1/1/2023 – Pay grade revised due to minimum wage increase.**