

JOB DESCRIPTION



JOB IDENTIFICATION			
<i>Job Title:</i>	Shop Attendant	<i>Pay Grade:</i>	EAP-05
<i>Department:</i>	Golf Course	<i>FLSA Status:</i>	Non-Exempt
<i>Location:</i>	Pro-Shop	<i>Reports to Position:</i>	Golf Manager
<i>Effective Date:</i>	January 17, 2019		

JOB SUMMARY
<p>Under general supervision greets and assists golfers with selections, orders, prices and stocks merchandise, assembles display units; makes hole assignments and receives payment on green and cart fees as well as merchandise purchased; assists in organizing and conducting golf tournaments, posts scores and presents trophies to winning teams; monitors performance of cart attendants and interprets guidelines and directives; trains and orients staff on procedures and proper use of equipment; balances cash drawer at close of business and performs additional tasks in support of the department as needed or upon request.</p>

ESSENTIAL JOB DUTIES AND/RESPONSIBILITIES
<p>The following duties are normal for this position. The omission of specific statement of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned and expected aside from those set forth below to address operational needs and changing operational practices.</p> <ul style="list-style-type: none"> • Greets and assists golfers in signing in • Collects appropriate cart and green fees according to established fee schedule and issuing receipt utilizing POS system • Makes hole assignments, issues score cards • Sells merchandise to include clubs, golf balls and golf apparel • Counts money taken in over the course of the day and balance cash drawer via printing daily revenue report and prepares deposit for pick up by Police Department • Copies and stocks score cards • Assembles display units received from vendors and organizes equipment displays • Maintains shop inventory and orders, receives and prices and stocks new inventory in the

pro shop

- Cleans and maintains pro shop to include cleaning windows, dusting and organizing shelves
- Monitors grounds and patio area surrounding golf shop to ensure area is neat and orderly
- Prepares and posts flyer of specials or other notifications
- Assists in golf tournaments to include: preparing score card and documenting score board, preparing cart signs indicating players and hole assignments, copying and distributing rule sheets; present trophies/prizes to the winning team; post scores to scoreboard and tallies at the end of the tournament; receives USGA handicap posting and cap sheets and transmits scores to USGA
- Oversees part time pro shop staff and cart attendants to include relaying directives; ensuring work is completed in a safe, effective and efficient manner; trains and orients new staff on procedures and use of equipment; advising supervisor regarding performance and any corrective action needed
- Repair broken or damaged clubs to include re-shaftening and replacing grip

QUALIFICATIONS

Education and Experience Guidelines

Any combination of education and experience that would like provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities required for this position would be:

Education and Training

High School Diploma, GED or equivalent training and experience

Experience

Retail

Licenses or Certification Required

N/A

The following generally describes the knowledge and abilities required in order to successfully perform the assigned duties of the position:

Knowledge of:

- Golf scheduling of play, rules, handicapping, scoring, etiquette and equipment
- Organization and management of tournaments and special events

Ability to:

- Read and comprehend manuals, directives, journal publications, invoice sheets and similar non-complex documents
- Utilize writing skills to prepare scorecards, pricing lists and simple accounting documents
- Verbally communicate to convey and receive information from golfers, vendors and suppliers
- Perform mathematical calculations such as adding, subtracting, multiplying and dividing

using decimals and percentages

- Operate a computer to produce documents with word processing and graphics software including reports, pamphlets and flyers
- Supervise, delegate, communicate, motivate and lead other shop/cart staff
- Work independently in planning and arranging own work, referring only unusual cases to supervisor

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with the Americans with Disabilities Act, the City encourages both prospective and current employees to discuss potential accommodation needed to perform the essential duties of this position.

Environment: Work location will primarily be indoors in the clubhouse; however, walking to monitor the outdoor vicinity of the clubhouse is also expected

Physical Demands: See accompanying page for details

Key Working Relationships: Course members, Golfers, Other Golf employees, Vendors and Suppliers

APPROVAL/ACKNOWLEDGEMENT

_____	<u>Dir of Parks and Rec</u>	_____
Department Head	Title	Date
_____	<u>HR Director</u>	_____
Human Resources Director	Title	Date
_____	<u>City Manager</u>	_____
City Manager	Title	Date
_____		_____
Incumbent Employee Printed Name and Signature		Date

PHYSICAL REQUIREMENTS – FULL TIME SHOP ATTENDANT

Rare
0%-10%
of the time

Occasional
11%-33%
of the time

Frequent
34%-66%
of the time

Continuous
67%-100%
of the time

LIFT/CARRY				
	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
1-10 lbs		X		
11-20 lbs		X		
21-50 lbs		X		
51-75 lbs	X			
76-100 lbs	X			

PUSH/PULL				
	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
1-10 lbs		X		
11-20 lbs		X		
21-50 lbs	X			
51-75 lbs	X			
76-100 lbs	X			

MOVEMENT				
	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
Bend/Stoop/ Twist	X			
Crouch/ Squat		X		
Kneel/Crawl	X			
Reach Above Shoulders		X		
Reach Below Shoulders		X		
Repetitive Arm Use		X		
Repetitive Wrist Use		X		
Repetitive Hand Use				
a) grasping	X			
b) squeezing	X			
Climb Stairs/Ladder	X			
Uneven Walking Surface		X		
Even Walking Surface			X	

HEARING/VISION/DEXTERITY			
	N/A	AVERAGE	LOW
Hearing Acuity		X	
Visual Acuity		X	
Manual dexterity		X	

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of the time

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of the time

Frequent
34%-66%
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Continuous
67%-100%
of the time

EQUIPMENT USE & OPERATION				
	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
Motor Vehicle	X			
Heavy Equipment (Backhoe, dump truck)	X			
Large Apparatus (Fire Truck, Street Sweeper)	X			
Small Equipment (Mower)	X			
Handheld tool/equipment (tamps, weed eaters, shovel)	X			

WORK WITH/NEAR				
	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
Machinery	X			
Electricity	X			
Power Tools	X			
Impact Tools	X			
Chemicals	X			
Fumes	X			
Heights	X			

ENVIRONMENT				
	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
Indoors				X
Outdoors		X		
Extreme Heat		X		
Extreme Cold		X		
Dusty	X			
Excessive Noise	X			
Other (explain)	X			

ENDURANCE		
Task	Hours at One Time	Total Hours in an 8 Hour Day
Sit	3	6
Stand	2	4
Walk	1	1

Additional Considerations (including clarification of any of the above)