

SHAWNEE COUNTY, KANSAS

Position Description

Intermittent Golf Shop Attendant (Golf - Inside Services)

POSITION CONTROL NUMBER: PRX624

FLSA STATUS: N

POSITION DESCRIPTION

Under general supervision, the Intermittent Golf Shop Attendant position is responsible for assisting the Operations Manager, Head Golf Professional, and Assistant Golf Professional with the day-to-day operations of the golf shop and services department. Administers the day-to-day golf shop duties, opening and closing, answers calls, and makes golf reservations. Ensures customers are provided excellent service, while collecting fees and payments for merchandise and food/beverage purchases. Responsible for the stocking and cleanliness of the Pro Shop and Snack Bar areas. Performs other duties as assigned.

WORK PERFORMED.

50% General. Administers point-of-sale transactions and maintains the day-to-day golf reservation systems by reserving tee times and lessons, checking-in customers, and receiving payments. Accurately reconciles cash register sales with daily sales reports. Ensures the collection and recording receipt of appropriate payments (cash, credit card transactions) in accordance with County procedures. Complies with safety procedures and policies while performing job duties.

45% Customer Service. Meets and greets all guests in a friendly, courteous, and professional manner. Provides excellent customer service by responding to requests from the general public, providing information, and directing customers to appropriate individuals. Ensures customers are provided excellent service, while collecting fees and payments for merchandise and food/beverage purchases. Maintains good personal hygiene and wears proper attire as established by management.

5% Perform other duties as assigned or required by management.

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KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- Basic rules of golf and equipment.
- Functions of the Shawnee County Parks + Recreation Golf Division
- Federal, State and County laws, resolution, rules and regulations.

Ability to:

- Establish and maintain effective working relationships with other employees and the public.
- Communicate effectively, both orally and in writing, using the English language.
- Provide excellent customer service.
- Follow oral and written instruction.
- Operate various golf course equipment.
- Operate point-of-sale and office equipment.
- Make simple arithmetical calculations.
- Use computer software programs.

Skill in:

- Strong verbal communication skills with customers and groups
- Personal initiative and leadership ability.
- Proficiency in MS Office (Word, Excel, and Power Point).

PHYSICAL REQUIREMENTS

N-Never **O**-Occasional (1%-33%) **F**-Frequent (34%-66%) **C**-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					BODY/TRUNK					OTHER				
Reaching			X		Sitting	X				Driving	X			
Pushing/Pulling		X			Bending	X				High Elevation	X			
Climbing	X				Reaching	X				Unprotected Heights	X			
Throwing		X			Lifting-20 lbs.	X				Around Moving Machinery		X		
ARMS					Carrying			X		Driving Automotive Equipment	X			
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes	X			
Lifting-20 lbs.		X			Twisting		X			Cramped Body Position	X			
Pushing/Pulling		X			Squatting		X			Sustained Positions		X		
Carrying			X		Turning		X			Noise Levels (Excessive)	X			
Throwing	X				LEGS/FEET					Electrical Hazards	X			
EYES					Walking			X		Slippery Surfaces		X		
Near Vision				X	Standing			X		Work Above Ground	X			
Far Vision				X	Sitting			X		Work Below Ground	X			
Color Vision				X	Carrying			X		Irregular Surfaces		X		
VOICE					Climbing		X			Moving Objects		X		
Talking				X	Jumping	X				In High Volume Traffic	X			
EARS					Turning		X			Exposure to Marked Changes in				
Hearing				X	Lifting-20 lbs.		X			Temperature and Humidity		X		

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EQUIPMENT USED

Personal Computer	Telephone	Cleaning supplies &
Tablet Computer	Café food service equipment	Equipment
Two-Way Radio	Point-of-Sale System	Office Equipment

MINIMUM QUALIFICATIONS

- Eighteen (18) years of age.
- High School Diploma or GED Certificate.
- Minimum one (1) year of experience in sales or customer service preferred.

SPECIAL REQUIREMENTS

- May be required to work weekends and some holidays.
- Required to lift twenty (20) pounds.
- Required to pass a background check and pre-employment drug screening.
- NOTE: Intermittent positions are allowed to work up to 988 hours per year and may be ended prior to that without cause at Management's discretion. Intermittent positions are not eligible for benefits.

This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

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I have read and understand the duties and requirements for this position.

Employee's Signature / Printed Name

Date

Administering Supervisor's Signature / Printed Name

Date

Appointing Authority's Signature / Printed Name

Date

Created: 12/23
Revision History: 02/24