

City of Cottage Grove
Job Description
Part-Time Pro Shop Assistant- Wastewater Department

Department: Wastewater- Middlefield Golf Course	FLSA: Non Exempt
Reports to: Pro-Shop Manager	Representation: Non-represented
Pay Range: \$9.75 per hour	Date Adopted: March 8, 2016

Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties, does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee, and may be changed by the employer at any time.

GENERAL POSITION SUMMARY: Pro-Shop Assistants serve the members of the public at Middlefield Golf Course by providing a high level of customer service under the general direction of the Pro Shop Manager.

DUTIES AND RESPONSIBILITIES:

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

The Pro-Shop Assistants are responsible for operating a point of sale (POS) system for processing purchases which includes handling of cash and credit transactions. Answers telephones, and is involved in scheduling and managing Tee times in a reservation system. The position assists in inventory control, stocking merchandise displays and keeping the displays organized. This position promotes customer service, communicates effectively with the public and fellow employees, and maintains a professional and positive attitude. The Pro Shop Assistant is involved with golf tournament operations and special events.

ESSENTIAL FUNCTIONS:

1. Utilize Point of Sale (POS) system for processing purchases, both cash and credit card transactions.
2. Answer the telephone in a professional manner.
3. Schedule and manage Tee Times in an electronic reservation system.
4. Maintain the cleanliness of the Pro Shop environment by keeping the shop neat and orderly, straightening and stocking merchandise, cleaning of kitchen area with prescribed cleaners and techniques, trash removal, vacuuming, cleaning of restrooms, and other general cleaning.
5. Prepare golf carts for use each day, including moving from outdoor storage location to staging area. Clean carts when returned from course, prior to being rented. Put carts back in storage area at the end of shift/day.
6. Interact with customers in a positive and friendly, professional manner. Provide information, and handle requests, and complaints, with a positive attitude.
7. Prepare and serve minimal menu items in snack area meeting all health department requirements.
8. Maintain alcohol servers permit from the State of Oregon, following all requirements of the license to serve alcoholic beverages to customers.
9. Maintain food handler's permit, following all requirements of the license to serve food.
10. Assist with golf tournaments as needed.

11. Have knowledge of, understand, and enforce all golf course policies and procedures.
12. Knowledge of safety standards, practices, and procedures applicable to area of assignment.
13. Ability to read and understand organization written instructions, policies, and operations manuals.
14. Ability to work independently in the absence of supervision.
15. Ability to establish and maintain effective working relationships.
16. Ability to work as a team member.
17. Communicate effectively both verbally and in writing with supervisors, colleagues, and individuals inside and outside the organization.
18. Work effectively and relate well with others including supervisors, colleagues, and individuals inside and outside the organization. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.
19. Performs other duties as assigned by management.
20. Ability to perform the essential functions of the job.

IMPORTANT FUNCTIONS:

1. Ensure service continuity in the pro shop by maintaining a flexible work schedule with the ability to work afternoons, evenings, weekends, and holidays.
2. Follow City guidelines for opening and closing duties, including cash handling responsibilities.

ESSENTIAL PHYSICAL REQUIREMENTS:

The physical demands or requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Most work tasks are performed indoors in a controlled environment.
2. Must be able to sit at a desk, walk, and stand for an extended period of the work day. Length of time of these tasks may vary from day to day and task to task.
3. Must be able to exert well-paced ability to safely operate, park and deliver gas/electric golf carts by maneuvering golf carts in a small enclosed outside parking area.
4. Must be able to lift up to 50lbs occasionally and 20lbs regularly.
5. Requires grasping, writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual acuity.
6. The employee is occasionally required to sit; stoop, kneel, and crouch; and taste or smell.
7. Talking and hearing occur continuously in the process of communicating with customers, supervisor, and other employees.
8. Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
9. Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, and telephone.

JOB SPECIFICATIONS:

Education & Experience:

1. High School or equivalent preferred. Must have ability to understand and carry out oral and written instructions, policies, and rules in order to do the job safely, and be able to complete forms and reports as required by the position.

- a. Minimum of two years of experience in retail, customer service, and cash handling is preferred.
- b. Any equivalent combination of education and experience.

Knowledge, Skills and Abilities (KSAs):

1. Basic math skills, the ability to write and communicate clearly.
2. Experience handling customer service issues, possessing excellent customer service skills.
3. Experience handling cash and credit card transactions.
4. Strong interest in and basic knowledge of the game of golf and golf course operations.

Special Requirements and Certifications:

1. Must possess a valid State of Oregon Liquor Control Commission alcoholic beverage server's permit. Employee must maintain the license while employed with the City of Cottage Grove.
2. Must possess a valid State of Oregon Food Server's permit. Employee must maintain the permit while employed with the City of Cottage Grove.
3. Must be able to pass the department's security clearance standards, including Reference check, Criminal History check and Credit History check.

Supervisory Duties:

This position does not have supervisory duties.

Supervision Received:

Receives direct supervision from the Pro Shop Manager where definite objectives are established; plans and arranges a significant portion of own work, beyond prioritizing one's workload. Refers unusual situations to the Pro Shop Manager.

Resource Accountability:

This position does not make budgetary or purchasing decisions, but is responsible to use resources efficiently and economically, and may make purchasing recommendations for cost-effective solutions at the lowest cost.