



## City of Freeport JOB DESCRIPTION

**POSITION TITLE: Part-Time PRO SHOP ATTENDANT-GOLF COURSE**

**DEPARTMENT: Golf Course FLSA Status: Non-Exempt Approved by HR: 01-26-2021**  
**Standard Work Hours: Part-Time; Hours Vary, and may include weekends and evenings for golf course events**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description. Employees may at any time be required to work in order to provide for the safety and well-being of the general public, including the delivery and restoration of vital services, in the event of an emergency.*

**GENERAL JOB SUMMARY:** Under the general supervision of the Golf Course Director and Crew Leaders the Pro Shop Attendant performs general golf pro shop maintenance and customer service functions. This position is Part-Time, with variable hours as needed to service Golf Course patrons.

**ESSENTIAL FUNCTIONS:** *Essential functions may include any of the following representative duties, knowledge, and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential functions may include, but are not limited to, the following:*

<b>ESSENTIAL DUTIES</b>	<b>% of TIME</b>
1. Assists customers with product needs and general information about the Golf Course facility and programs.	30
2. Processes payments via cash register for Golf Course products and service. Handle cash and credit payments accurately. Close out cash register daily following procedures.	20
3. Maintains Pro Shop cleanliness and organization. Maintain inventory levels and display products in a manner that promotes visibility and sales.	10
4. Answers phones and responds to customer inquiries via email.	10
5. Pulls out golf carts as needed to meet reservations for customers.	10
6. Assist with duties of the Pro Shop as needed.	5
7. Contributes to successful execution of Golf Course events.	5
8. Works closely with other members of the Golf Course and other City teams to provide a coordinated and supportive approach to service delivery.	5
9. Performs other duties as assigned.	5



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### ESSENTIAL KNOWLEDGE AND SKILLS

#### Knowledge:

- Experience of and knowledge of customer service principles and practices.
- General operational knowledge of golf terminology and equipment.
- Knowledge of cash handling and ability to count money accurately.
- Knowledge of safety principles, practices and techniques related to golf course safety.

#### Skills In / Ability To:

- Respond to customer requests positively and represent the City professionally.
- Follow directions of Team Lead, Supervisor and/or Director
- Follow safe work practices
- Establish and maintain effective working relationships with those contacted in the course of the work;
- Ability to read, write, and speak to follow course work orders and interact with Golf course patrons.
- Ability to complete basic mathematical functions in daily work and when working in pro shop.

### MINIMUM QUALIFICATIONS: **Education, Licenses/Certifications, & Experience**

*Any combination of education, training, and experience, which provide the requisite knowledge, skills and abilities needed for this position, may be substituted or evaluated at the discretion of the City.*

#### **REQUIRED:**

- **Education:** High school diploma or GED
- **Licenses / Certifications:** Requires Texas Driver's License (Class C or higher), and Safe Driving Record, and ability to be insured to transport golf carts.
- **Experience:** minimum of one (1) year of consistent positive work history, preferably in customer service role in Golf Course, Parks/Grounds, or other recreation operations.

#### **PREFERRED:**

- Safety training certifications preferred.

### **PHYSICAL REQUIREMENTS and WORKING ENVIRONMENT:**

*The physical demands 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.*

**Working Conditions:** Conditions include working indoors and outdoors. Working in inclement weather may be necessary. Working hours may fluctuate to meet the needs of the golf course patrons and to accommodate golf course events. Must be available to share call-in duty responsibility with co-workers on a rotating basis. All City employees may be required to report for duty during emergencies to ensure continuity of City services as needed.

**Physical:** While performing the duties of this job, the employee is regularly communicates with patrons and co-workers in-person and by phone, which requires hearing and speaking. Position requires the ability to work with a computer and cash register to process transactions. The employee is frequently required to stand, walk, sit, squat, bend, use hand and finger dexterity, and use physical strength to lift, reach, push, pull, and apply pressure while displaying products. Work requires the ability to climb, balance, stoop, kneel, crouch,



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and/or crawl. Employee may be required to lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**Mental:** While performing the duties of this job, the employee must maintain professional, respectful communications with patrons, the general public, co-workers, and supervisors. Must be able to multi-task, prioritize, problem-solve, and work under time-constraints. Must be able to maintain confidentiality and resolve conflicts. This position may require independent judgement and sound decision-making related to customer service issues in the absence of supervisory direction.

**All City employees are expected to demonstrate excellent work ethic and a high level of initiative, enthusiasm, and motivation to foster a positive working environment and continuous improvement in all aspects of job performance. All City employees are expected to be available for work as scheduled, report to work in a dependable and timely manner, and be physically and mentally fit to do their assigned work.**

***Employee acknowledges position requirements and asserts ability to perform duties of position.***

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_