

City of Dunedin, Florida
Class Description

Position Title: Golf Shop Attendant
Parks & Recreation Department
Golf Operations Division

GENERAL STATEMENT OF JOB

Under general direction, this position is responsible for assisting the Head Golf Professional and Assistant Golf Professional in the day-to-day operations of the Pro Golf Shop. Responsible for ensuring the shop is clean, safe, and functional at all times. All duties of the position shall be performed with a commitment to the highest level of customer service and total customer satisfaction. Reports to the Head Golf Professional.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbents(s) of any particular position.

Opens and closes golf pro shop as scheduled; work hours may consist of nights and weekends.

Assists with the operational performance of the golf pro shop including assisting golfers with check-in and fee collection, control and management of play, and enforcing golf course rules and regulations.

Provides customer service including answering phones, greeting and assisting patrons, responding to inquiries and requests, providing program/event information, assisting in receiving complaints and enforcing simple rules and regulations governing the use of the facilities.

Operates computer, electronic cash registers and simple office equipment.

Completes registration daily deposits by obtaining reports via Recreation registration software and in compliance with the City's Cash Handling Policy.

Performs other clerical duties as required including faxing, filing, maintaining, retrieving and updating files, copying documents, ordering and maintaining office supply inventory and preparing and processing mail.

Provides assistance to the Marshal and serves as a Starter or Cart Attendant as required.

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Provides assistance during the set-up, presentation, and clean-up of special events as required.

Performs all work in compliance with established policies, procedures and standards of quality and safety.

ADDITIONAL JOB FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a High School Diploma or GED equivalent, with one year of experience working in a golf shop or retail environment.

An equivalent combination of training and experience which provides the required skills, knowledge and abilities may be considered.

SPECIAL REQUIREMENTS

Must be able to work nights and weekends.

Working knowledge on the game of golf is preferred.

Must possess a valid driver's license.

Ability to perform moderate to heavy lifting up to 50 lbs.

This position is Category C for the purposes of Dunedin Emergency Management. Employees in this category may be assigned to work as variety of schedules including compulsory periods in special work, emergency and/or disaster situations.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies as they pertain to the performance of essential duties of the Golf Shop Attendant. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the practices, methods, and policies used in golf course operations. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the

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essential functions of the work. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the City and the public.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to arrange, compare, count, differentiate, measure and/or sort data and/or information. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines. Is able to assemble information and make written reports and records in a concise, clear and effective manner.

Human Interaction: Requires the ability to comply with specific instructions or orders, and respond to simple requests from others. Is able to offer assistance to fellow employees as necessary. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation.

Equipment, Machinery, Tools and Materials Utilization: Has knowledge of and skill in the use of modern office equipment, including computers. Requires the ability to use, operate and/or handle equipment such as a computer, copier, calculator, telephone, etc.

Verbal Aptitude: Has the ability to speak, write, and understand the English language.

Mathematical Aptitude: Has the mathematical ability to handle required calculations. Requires the ability to perform addition, subtraction, multiplication, and division.

Functional Reasoning: Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Is able to understand and follow simple instructions and directions. Is able to read and interpret materials pertaining to the responsibilities of the job.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving a variety of generally pre-defined duties which are often characterized by frequent change. Is able to use independent judgment in performing routine tasks.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching and crawling, and which involve some lifting, carrying, pushing and pulling of objects and materials of heavy weight (up to 50 pounds) and occasionally

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heavier items (up to 100 pounds). Tasks require sufficient hand/eye coordination to perform semi-skilled / skilled repetitive movements, such as data entry, drafting, filing and/or the use of office equipment or supplies.

Sensory Requirements: Some tasks require visual and auditory perception and discrimination as well as oral communications ability.

Environmental Factors: Office tasks are regularly performed without exposure to adverse environmental conditions. Some field related activities may require temporary and periodic exposure to adverse environmental conditions. Some tasks require exposure to outside weather conditions and hot, wet and/or humid conditions, airborne particles, animals/insects, dust, vapors, fumes, and poisons. noise extremes, bright/dim light.

The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



General Manager of Golf Operations

11-15-2023
Date