

**City of Dunedin, Florida**  
Class Description

**Position Title: Outside Services Attendant**  
Parks & Recreation Department  
Golf Operations Division

**GENERAL STATEMENT OF JOB**

Under general direction, this position is responsible for providing hands on service to Dunedin Golf Club members and guests including acting as a Bag Room Attendant, Cart Attendant, Starter, Ranger, and Driving Range Attendant. 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.***

Meets and greets members and guests as they arrive to the Dunedin Golf Club; provides assistance to members and guests in preparation of a round of golf, lessons, or practice.

Provides the availability of golf carts for use by golfers; drives golf carts back to the golf cart facility; ensures golf carts are charged and ready for next use; maintains cleanliness and quality appearance of the golf cart fleet.

Assists in providing ample supplies of balls for practice by the members and guests; retrieves and cleans balls from driving range as needed.

Serves as a Marshal or Starter as required.

Cleans and stores golf clubs for members and guests after play is complete.

Provides assistance to pro golf shop staff as needed.

Assists in maintaining cleanliness and quality appearance of the bag room, cart area, and pro golf shop.

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

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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 customer service experience.

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.

Must be able to operate a golf cart, range picker, and ball washer.

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 Outside Services 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 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

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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 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

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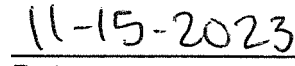
and/or the use of office equipment or supplies.

**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.*

  
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General Manager of Golf Operations

  
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Date