



MEADOWLARK HILLS GOLF COURSE

City of Kearney

JOB DESCRIPTION

Job Title: Pro Shop Attendant
Job Class: Seasonal
Date: February 2013
Reports to: Golf Course Manager

JOB SUMMARY

To provide exceptional customer service to all golf patrons; keep lines of communication open among all areas, outside service, concessions and management; and provide pertinent information in areas such as:

- *changes in tee times and cancelations
- *additional golfers not on the tee sheet
- *Groups that have not checked in
- *Weather alerts
- *Other customer needs

ESSENTIAL JOB FUNCTIONS

The essential job functions include, but are not limited to the following:

- * Opening and closing duties to the golf shop and clubhouse.
- * Handle the check-in procedures for all customers.
- * Learn the prices, policies, procedures and customer database.
- * Inform customers about the facility (i.e. prices, sales promotions, special events, Leagues, Lessons, hours of operation, etc.).
- * Maintain a neat and clean environment in the golf shop (clean counters, displays, windows, and straighten merchandise to give displays a "fresh" look).
- * Answer the phone and set up tee times (follow phone procedures).
- * Sell and promote merchandise, assist with inventory.
- * Responsible for cash drawer.
- * Keep work area clean (empty trash, vacuum, dust - dialy).
- * Close FORE Reservations at the end of day. Leave \$200 in drawer.
- * Place cash drawers in the safe with check-out bags and secure.
- * Turn off lights, computers, and lock doors - Set alarm.

KNOWLEDGE, SKILLS AND ABILITIES:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- * Must have the ability to deliver a high level of customer service.
- * Good oral communication skills and common sense.
- * Ability to multi-task
- * Must be flexible and adapt to situations that do not follow standard operation procedures.
- * Ability to speak clearly, listen carefully and use personal judgement.

SUPERVISORY RESPONSIBILITIES:

Supervises staff when the Golf Course Manager and Assistant Golf Course Manager are gone.

CONFIDENTIAL INFORMATION:

None

REQUIREMENTS:

- * High School Diploma or GED required.
- * Previous experience in a customer service position preferred.

PHYSICAL REQUIREMENTS:

Lift in excess of 25 pounds.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

This job description may be changed or updated at any time without notice.