

CITY OF PAPHILLION

JOB DESCRIPTION

POSITION TITLE: Golf Clubhouse Attendant

REPORTS TO: Golf Manager and Assistant Golf Professionals

SUPERVISES: -----

PURPOSE OF POSITION: This work involves assisting in the daily operations of a Municipal golf course clubhouse. The incumbent will assist with the general operation of the golf course clubhouse including work in the pro shop, concession area, party/rental activities and general housekeeping responsibilities in and around the club house. The incumbent will be required to work varied hours during the week including evenings, weekends and holidays.

ESSENTIAL FUNCTIONS:

(Any one position may not perform all of the duties listed, nor do the listed examples include all the duties that may be performed in positions allocated to this class.)

Clubhouse Attendants will be directly responsible to the assigned golf course manager and/or assistant golf professional and will receive all direction and instruction through that individual daily.

The Clubhouse Attendant shall devote his/her time, attention, and energies to the performance of duties as a clubhouse staff person within the Recreation and Golf Department during their employment with the City of Papillion. They shall conduct themselves at all times in accordance with the rules, regulations, and standards accepted for golf staff as established by the City of Papillion.

In cooperation with the golf manager, the Clubhouse Attendant shall assist in the conduct of various golf tournaments and shall initiate and promote golf activities for the golfing public.

The incumbent shall cooperate with the golf manager, men's and women's golf clubs and their various committees. They shall also render advice, opinions, assistance and services as required.

The incumbent shall operate and maintain the golf pro shop and course clubhouse for repairs, handling, storage, sales, leasing and services relating to golf, equipment, carts, driving range and party events/rentals.

The incumbent shall supervise, where applicable, the starting of play by golfers, and the proper charging of green fees and other fees as necessary and required.

The incumbent shall operate and supervise the ranger/volunteer program at required locations and report issues, complaints and concerns to their immediate supervisor.

The Clubhouse Attendant is required to oversee the selling, renting, repairing of golf equipment, clothing and supplies, sell instructional services in golf play, rent power carts, and operate the facility driving range.

The incumbent shall assist in any way possible in the conduct of golf tournaments including, but not limited to, providing starting time, golf carts, scorecards, cart rosters, posting promotional literature, etc.

The incumbent shall respond to patron inquiries and complaints and explains and enforces golf rules and regulations.

The incumbent shall compute handicaps, tournament flighting information and other scoring/handicap systems for patrons/leagues/tournaments as needed.

The incumbent shall rent golf carts, ensure the storage and security of the carts, and report any damage or breakdowns to the cart mechanics.

The incumbent must be able to operate a concession counter, selling food and beverages to patrons as necessary.

The incumbent shall maintain accurate records or receipts, disbursements, and inventory, and prepares daily reports for the golf manager as directed.

The Clubhouse Attendant is responsible for the cleaning, upkeep and maintenance of the clubhouse facility on a daily basis to include but is not limited to, dusting, vacuuming all areas, cleaning restrooms, cleaning concession equipment, tidying up all patron areas, taking trash to dumpsters, picking up the clubhouse grounds and patios etc.

The Clubhouse Attendant is responsible for the set up and tear down of all equipment utilized in the event of a tournament outing, special event or clubhouse/tent rental of any kind.

The incumbent performs various activities at the clubhouse including but not limited to opening and closing the facility, answering phone calls and taking tee times, maintaining the cash drawer and assisting with concessions and other clubhouse functions as needed.

Balances daily cash against the cash register tape at the end of each assigned shift.

Performs general maintenance and repair to clubhouse, pro shop or concession area such as straightening up clubhouse apparel, stocking shelves, changing light bulbs, minor equipment repair, cleaning spills, removing trash, etc.

Responsible for adhering to and enforcing rules and regulations to ensure a safe and enjoyable environment; refers individuals who fail to comply with regulations to the supervisor.

Attends meetings and participates in employee training sessions as required.

Prepares accident or incident reports and communicates all incidents to immediate supervisor.

Refers citizen complaints to the supervisor for resolution.

Fills in for other employees/volunteers as needed.

Establishes and maintains positive public relations with community groups, the general public, and other employees.

MARGINAL FUNCTIONS:

Performs other duties as directed or as the situation dictates.

ESSENTIAL KNOWLEDGE, EXPERIENCE AND ABILITY:

Knowledge of cash handling, inventory, and cost control procedures.

Knowledge of the rules of golf and the modes of play.

Knowledge of golf rules and golf etiquette.

Knowledge of tournament and special event planning and scheduling.

Knowledge of golf training techniques.

Knowledge of and ability to utilize proper telephone etiquette.

Knowledge of and ability to operate standard office equipment including but not limited to using a typewriter, computer, fax machine, printer, copy machine etc.

Ability to perform job duties efficiently while managing frequent interruptions.

Ability to deal with the general public in a courteous and tactful manner.

Ability to understand and follow both oral and written instructions.

Ability to communicate effectively, verbally and in writing, in English.

Ability to train, schedule, provide work direction to, discipline, and oversee the work of volunteers and subordinate personnel.

Ability to plan and oversee the operation of a 18- hole golf course program, including league formation, tournament scheduling, and tournament administration.

Ability to maintain accurate records of receipts, disbursements and handicaps, and to prepare reports detailing them.

Ability to communicate to respond to patron inquiries and explain and enforce golf rules and regulations.

Ability to prepare clear and concise reports.

Ability to understand oral and written instructions.

ESSENTIAL EDUCATION, CERTIFICATION AND/OR LICENSES:

1. Must possess a valid driver's license.
2. Must be at least 19 years of age at the time of hire.
3. Cashier or golf pro shop experience preferred.

ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:

Work is performed primarily indoors in an office/pro shop environment amid normal conditions of noise, fumes, odors, and dust.

Ability to move about the clubhouse and grounds from 75 to 100% of the workday.

Employee Signature

Date

Supervisor Signature

Date

08/02/05