



Position Description

The Position Description (PD) provides a complete and accurate description of duties and responsibilities assigned to the position(s). The PD is used to classify the position, as a basis for establishing evaluation standards and to determine selection criteria for filling a vacant position. The foregoing PD is not all-inclusive of the duties to which the employee may be assigned. To ensure maximum flexibility and efficiency, employees will be assigned additional duties as are deemed necessary by Santa Ana Golf Club, Inc.

<u>Position Title</u> Pro Shop Attendant	<u>Department</u> Santa Ana Golf Club/Twin Warriors Golf Club	
<u>Physical Work Address:</u> 288 Prairie Star Road	<u>Manager/Supervisor:</u> Head Golf Professional/1 st Assistant Golf Professional-Tournament Coordinator	<u>Status:</u> Non-Exempt Part-Time

1. **GENERAL POSITION DESCRIPTION:** Under the supervision of the Head Golf Professional and/or the 1st Assistant Golf Professional-Tournament Coordinator, the Pro Shop Attendant assists in the day to day operations of the Pro Shop. The position provides superior customer service to the golfing public and performs assigned golf operational duties.
2. **MINIMUM QUALIFICATIONS:** High school student/graduate or GED certified. Previous experience in golf course operations and/or retail sales preferred. Must possess valid Class D driver's license upon date of hire and maintain validity throughout employment at SAGC.
3. **KNOWLEDGE REQUIRED:**
 - Golf game rules, course operations, and golf etiquette.
 - Daily golf course operations.
 - Basic computer skills.
4. **SKILLS/ABILITIES REQUIRED:**
 - Computerized cash register operations and multi-line telephone operations.
 - Communicate proficiently with all employees and guests using clear and professional language.
 - Ability to develop and maintain positive working relationships with employees and guests.
 - Basic operation of the Global Positioning System (GPS).
 - Ability to utilize two-way radio and headset for communication.
 - Move, lift, carry, push, pull, and place objects up to 25 pounds without assistance; stand, sit or walk for extended periods of time, or for an entire shift; and reach overhead and below the knees.

5. DUTIES AND RESPONSIBILITIES:

- Answer and direct incoming phone calls.
- Schedule tee time reservations for customers;
- Communicate proficiently with all employees and guests, using clear and professional language.
- Greet golfers and guests; collect green fees, golf cart rental fees, membership dues and sell golf apparel, accessories and equipment.
- Direct golfers to designated or requested golf-related areas; enforce established rules and regulations of golf course, golf carts, and other golf-related areas.
- Maintain a constant presence in the Pro Shop, performing and/or assisting with opening and closing duties, following required procedures.
- Assist with coordinating golf tournaments as required.
- Assist starter as required.
- Assist with physical inventory as required and performing merchandising duties such as re-stocking, folding, stacking, dusting, etc.
- Essential functions of this position include attendance and punctuality.
- Other duties as assigned.

6. SUPERVISORY RESPONSIBILITIES: The position does not directly supervise any other employees.

7. MACHINERY, TOOLS, & EQUIPMENT:

- Golf car and/or utility vehicles.
- GPS computers
- Computerized cash register/POS system.
- Multi line telephone, calculator, & label maker.

Employee Certification

I acknowledge that I have read and understand the Position Description for Pro Shop Attendant and I agree to perform the requirements set forth in this document.

Signed _____ Date _____

Print Name: _____

Manager Certification

I acknowledge that I have reviewed the Position Description for Pro Shop Attendant with the above employee and acknowledge their signed receipt of the document.

Signed _____ Date _____

Print Name: _____