



Clubhouse Attendant

Golf Course & Parks

JOB SUMMARY

Assists customers with paying fees and ensures course rules are enforced.

MAJOR DUTIES

- Receives payment for green fees, cart fees, annual fees, range balls, and tournament fees.
- Receives payment for merchandise sales.
- Balances cash register and prepares sales reports.
- Answers telephone and assists customers; provides information and assistance; takes messages; schedules tee times.
- Monitors course to enforce course rules and detect unpaid play.
- Monitors restrooms for cleanliness and proper supplies.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of retail sales principles.
- Knowledge of golf course rules and regulations.
- Knowledge of computers and job related software programs.
- Skill in the provision of customer services.
- Skill in the analysis of problems and the development and implementation of solutions.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Clubhouse Manager assigns work in terms of somewhat general instructions. The supervisor spot checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to assist customers at the golf course clubhouse. Success in this position contributes to the efficiency and effectiveness of clubhouse operations.

CONTACTS

- Contacts are typically with other city employees, customers, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while intermittently sitting, standing, bending, crouching or stooping. The employee occasionally lifts light objects, distinguishes between shades of color, and utilizes the sense of smell.
- The work is typically performed in the golf course clubhouse and outdoors, occasionally in cold or inclement weather..

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform basic mathematical calculations.
- No experience requirements.