

City of Fort Worth, Texas Job Description

Classification Title	Senior Golf Shop Attendant		
Job Code:	CL5320	Job Family:	Clerical
Pay Grade	505	Date Reviewed:	06/25/2015
FLSA Status	Nonexempt	Date Revised:	10/08/2022

GENERAL SUMMARY

Leads, oversees and participates in the more complex duties relative to the daily operation of the Golf Shop including opening and closing, scheduling play, selling and stocking merchandise, assisting with tournaments and providing other necessary customer services

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Lead and oversee staff, which includes prioritizing and assigning work; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and participate in the daily golf facility activities including golf shop operations, customer service, tournament play and facility promotion techniques.
2. Assists in depositing daily revenue. Collects cash and credit card payments from golf course patrons for services and merchandise; maintain and balance register amounts.
3. Provides courteous customer service. Answers telephones and schedules tee times. Provides assistance to patrons regarding golf course playing conditions and handicapping procedures.
4. Assists with tournament promotion and event day implementation. Maintains daily records of player names, cart numbers and related data. Monitors player pace of play.
5. Records scores into golf handicap system for tournament play. Provides handicap information for public use.
6. Participates in checking in, receiving in point-of-sale and City purchasing system, pricing, displaying merchandise, and inventory.
7. Executes opening and closing procedures, which include arming and disengaging alarm system; unlocking and locking doors; and, opening or closing register procedures.
8. Assists Assistant Golf Professional with management and scheduling of volunteers. Monitors golf course marshals and starters to remain abreast of course rate of play.
9. Assists Assistant Golf Professional with golf market benchmark study to ensure market pricing.
10. Ensures proper cash control in accordance with the cash handling policies and procedures.

11. Assists customer with food and beverage sales when necessary.
12. Performs other duties as required.
13. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - The game of golf, basic math skills, golf tournaments and golf handicapping.
 - Prices, inventory and control retail items.
 - Buying trends and merchandising.
 - Display creation.
 - Pertinent Federal, State and local laws, codes and regulations.
- **Skill in:**
 - Time management and good judgment.
 - Computers and work related software.
 - Interpersonal communication.
 - Credit card handling and basic mathematics.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Understand and follow written and oral instructions.
 - Operate a cash register or point of sale system.
 - Assist in training subordinate employees.
 - Prepare clear and concise operational reports.
 - Establish and maintain effective working relationships.
 - Balance and reconcile cash receipts.
 - Conduct accurate inventory of supplies.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and one year of practical knowledge of the game of golf.

OTHER REQUIREMENTS

Valid Texas Driver's License.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.