



TAHOE CITY PUBLIC UTILITY DISTRICT Job Description

Job Title: Pro Shop Assistant
Department: Parks and Recreation
Division: Parks
Supervised By: Golf Course Manager
FLSA Status: Non-Exempt
Revision Date: March 2021

JOB SUMMARY

Within a well-defined framework of established policies and standard operating procedures; perform a variety of unskilled, semi-skilled and skilled work at the Tahoe City Golf Course Pro Shop. Incumbents will assist and register customers for play; assist with tee times, merchandising, receiving, and banking of player fees; and tournament administration. The Pro Shop Assistant is the front line of communication and ensures the golfer has a positive experience.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from the Golf Course Manager.

ESSENTIAL FUNCTIONS

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Collect green fees.
- Responsible for daily opening and/or closing.
- Schedule tee times.
- Account for, clean, and charge all golf carts.
- Ensure no outside alcohol is on premises.
- Ensure the Pro Shop, interior, and exterior of the clubhouse are clean.
- Responsible for inventory and stocking of merchandise.
- Run tournaments and scrambles when necessary.
- Must represent the District in a positive manner at all times.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Establish, maintain and foster positive and effective working relationships with co-workers and all others contacted in the performance of assigned duties.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Assist with bathroom maintenance when needed.
- Deposit receipts in safe daily when needed.
- Perform all other duties as assigned.

EMPLOYMENT STANDARDS

1. Knowledge of:

- Methods and materials used in Golf Course and Pro Shop environment.
- Standard and accepted operation and routine maintenance of golf carts.
- Modern office practices, methods, and computer equipment, including relevant software applications.
- Principles and practices of customer service.
- Safe work practices.

2. Ability to:

- Learn the District's operations, policies and procedures as they relate to assigned duties.
- Operate a golf cart.
- Maintain routine records and logs.
- Perform assigned duties in a safe and effective manner for self and others.
- Perform routine arithmetical calculations including addition, subtraction, multiplication and division.
- Operate and use modern office equipment including computers and applicable software.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Understand both oral and written instructions and carry out in a positive manner.
- Establish, maintain and foster positive working relationships with those contacted in the course of work.

EDUCATION AND TRAINING REQUIREMENTS

1. Education and Experience Requirements:

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to completion of the twelfth grade.

Experience: Some prior experience in cashiering and/or customer service is desirable.

2. Certification & Licensing Requirements:

- Possession of appropriate and valid driver's license and driving record that complies with District policy if driving for the District is required.

ENVIRONMENTAL CONDITIONS

Work is performed in a typical temperature-controlled clubhouse environment subject to typical noise and conditions.

Work is primarily performed in an outdoor field environment with exposure to hot and cold temperatures; inclement weather; and excessive noise.

Position may require working beyond normal business hours and/or weekend work.

PHYSICAL JOB ANALYSIS

Daily Occurrence defined as: RARELY \leq one hour per day; OCCASIONALLY one to three hours per day; FREQUENTLY three to six hours per day; CONTINUOUSLY six to eight hours per day.

1. Gross Body Movement

<u>Activity</u>	<u>Daily Occurrence</u>
Sitting	Frequently
Standing	Frequently
Walking	Frequently
Walking on uneven terrain	Occasionally
Driving	Occasionally
Hearing	Continuously
Speaking	Continuously
Seeing	Continuously

2. Job-Specific Body Movement

<u>Activity</u>	<u>Daily Occurrence</u>
Bending at waist	Frequently
Climbing (stairs/ladders/etc.)	Occasionally
Crawling	N/A
Crouching	Occasionally
Kneeling	Occasionally
Pushing (10 lbs.)	Occasionally
Pulling (10 lbs.)	Occasionally
Stooping	Occasionally
Working at heights	N/A
Working/Reaching above shoulder level	Frequently
Working/Reaching below shoulder level	Frequently
Working/Reaching at desk level	Occasionally

3. Lifting

<u>Weight</u>	<u>Daily Occurrence</u>
1 to 10 lbs.	Occasionally
11 to 25 lbs.	Occasionally
26 to 50 lbs.	N/A
51 to 75 lbs.	N/A
76 to 100 lbs.	N/A
Over 100 lbs.	N/A

4. Hand Coordination

<u>Activity</u>	<u>Daily Occurrence</u>
Hand	
Pulling	Occasionally
Pushing	Occasionally
Fine Manipulation	
Typing/Keyboard	Frequently
Calculator	Frequently
Writing	Frequently
Hand tools	Rarely
Equipment (nuts/bolts, etc.)	Occasionally
Simple Grasping	
Files	Rarely
Computer mouse	Rarely
Phone receiver	Frequently
Power Grip	
Power tools	N/A
Equipment (shovel, etc.)	Rarely
Arm	
Lateral	Occasionally
Rotation	Occasionally

5. Height of Objects Reached/ Used

<u>Object</u>	<u>Height</u>
Filing cabinets	5 feet
Shelves/Storage	6 feet

6. Mental Requirements

<u>Activity</u>	<u>Daily Occurrence</u>
Analyzing	Continuously
Identifying	Continuously

Interpreting	Continuously
Knowing	Continuously
Observing	Continuously
Problem Solving	Continuously
Remembering	Continuously
Understanding	Continuously
Explaining	Continuously

APPROVED BY: Sean Barclay, General Manager