



TAHOE CITY PUBLIC UTILITY DISTRICT

Job Description

Job Title:	Pro Shop Assistant
Department:	Parks and Recreation
Supervised By:	Golf Course Manager
FLSA Status:	Non-Exempt
Revised as of:	March 2017

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 and maintain 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.
- 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.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Perform routine arithmetical calculations including addition, subtraction, multiplication and division.
- Communicate effectively, tactfully and positively in both oral and written form.
- Understand both oral and written instructions and carry out in a positive manner.
- Operate and use modern office equipment including computers and applicable software.
- 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.

WORKING CONDITIONS

Work is performed in both a typical temperature controlled clubhouse environment subject to typical noise and conditions, and in an outdoor field environment, subject to hot and cold temperatures, inclement weather and varying noise levels. (See detailed Job Analysis for a more complete list of physical and mental requirements.)

Reviewed by: Robert I. Pomino

Date: March 21, 2017

Classified by: Ramona Cruz

Date: March 21, 2017

Approved by: Cindy Gustafson

Date: March 21, 2017