



Job Description

TITLE: Assistant Golf Pro	JOB CODE: 2485
DEPARTMENT: Parks and Facilities	FLSA: Non-Exempt
PREPARED: February 2010	FLSA CLASS: Supervisor
UPDATED: March 30, 2022	WORK LOCATION: Kirtland, NM
	REMOTE WORK ELIGIBLE: NO

Summary: The Assistant Golf Pro performs duties under the general supervision of the Golf Course General Manager/Head Professional, and is responsible for the operation of the pro shop, assist with merchandising, and compliance with cash handling procedures. The Assistant Golf Pro must possess excellent customer service skills to ensure an exceptional golf experience is provided.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Supervises pro shop personnel and directs the daily operations of the pro shop.
- Using excellent customer service skills, establishes and maintains effective working relationships with other employees, officials, and all members of the general public.
- Serves in the capacity of a shift supervisor a minimum of 32 hours a week.
- Gives lessons as assigned by the Head Professional, to include group lessons.
- Oversees and/or collects fees, cleans the pro shop and restrooms, and any other like duties that will assist in efficiently operating the pro shop.
- Acts as the on-site supervisor when the Head Professional is not on duty.
- Responsible for opening or closing the golf cart barn as needed. This includes moving golf carts during the day, washing each at the end of the day, moving carts inside and connecting to chargers.
- Picks driving range as needed and fills driving range dispenser as required.
- Responsible for completing any daily reports that are required during assigned shift.
- While serving as a shift supervisor, is responsible for cash drawer, bank deposits, and all reports.
- Prepares work schedule and assignments for pro shop personnel.
- Assists in sales, ordering and inventory of merchandise and equipment rental.
- Assists all tournament and playday directors in the organization of the individual events and assists to help make the event a success.
- Issues written and verbal instructions, assigns duties and examines work for accuracy, neatness and conformance to policy and procedures.
- Promotes and trains personnel in positive customer service relations.
- Promotes and maintains harmony among co-workers and maintenance staff.
- Performs and assists subordinates in performing duties, corrects errors and handles complaints.
- Initiates and implements safety regulations and procedures.
- Operates a motor vehicle to assist in carrying out the business of the department and the County.
- Attendance at work is an essential function of this position.
- Performs other similar and/or related duties as assigned.

Required Knowledge and Skills:

- This position is subject to the County's Drug and Alcohol Free Workplace Program. This includes: pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-duty testing, and follow-up testing.
- Must have the ability to pass PGA Player Ability Test, and preferably register for the PGA Golf Professional Training Program.
- Ability to teach golf lessons and be approved for such by the Head Professional.

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- Skill in the operation of listed tools and equipment.
- Ability to work independently with a minimum of supervision.
- Ability to communicate effectively verbally and in writing.
- Ability to establish effective working relationships with employees, supervisors, golf associations and patrons, and the public.

Education and Experience

- Graduation from high school or GED equivalent and one year experience in pro shop operations, or equivalent combination of relevant education and work experience sufficient to perform the duties of the position.
- Valid first aid card and CPR card or ability to obtain one within six months.
- Valid State of New Mexico Driver's license with acceptable driving record for the past three years or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hands to finger, handle, feel or operate objects, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear.
- The employee must occasionally lift and/or move up to 50 pounds and occasionally lift and/or move more than 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- The work environment characteristics described 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.
- While performing the duties of this job, the employee occasionally works near moving mechanical parts and in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions and lightening.
- The noise level in the work environment is quiet to moderate.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Knowledge of use of motor vehicle; phone; copy and fax machine; golf cart, ball dispensing machine, personal computer including Microsoft and data bases software; cash register; calculator; mobile or portable radio.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____