



Job Description

TITLE: Pro Shop Attendant	JOB CODE: 4485
DEPARTMENT: Parks and Facilities – Golf Course	FLSA: Non-Exempt
PREPARED: February 2010	FLSA CLASS: Labor/Trade
UPDATED: March 30, 2022	WORK LOCATION: Kirtland, NM
REMOTE WORK ELIGIBLE: NO	

Summary: Under the immediate supervision of the Golf Course General Manager/Head Professional, the Pro Shop Attendant is responsible for receiving monies for green fees, carts, shops sales, and tournaments. The Pro Shop Attendant is also responsible for keeping the working area in a neat and orderly manner. Instructions to the Pro Shop Attendant are generally specific; however, there are times the Pro Shop Attendant must exercise independent judgment to handle situations which might arise in the golf shop.

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.*

- Greets customers in a pleasant and courteous manner. Helps to ensure that a golfer has a good experience.
- Provides golf course information and sales assistance to customers (i.e. tee times, upcoming tournaments, equipment sales, policies, etc.).
- Operates a computerized register system and issues a receipt for each transaction.
- Accounts for collection of green fees by completing daily reports, daily deposits, and getting change at the bank.
- Assists in directing all play on the golf course.
- Assists professional staff in pricing merchandise and inventory.
- Cleans pro shop restrooms as necessary.
- Answers telephone in a professional manner.
- Enforces established rules of the course among golfers.
- Receives and responds to complaints from golfers as necessary.
- Assists with cart staging and cleaning as necessary.
- Assists with collection of range balls and washing as necessary.
- May be asked to perform other job related duties away from the golf course.
- Performs other duties as directed by his/her supervisor.

Required Knowledge and Skills:

- Knowledge of County policies and procedures.
- Knowledge of game of golf preferred.
- Must possess a basic knowledge of mathematics.
- Skill in establishing and maintaining effective working relationships with co-workers and the general public.
- Ability to perform concentrated mental activity.

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- Ability to perform satisfactorily in stressful situations and under the pressure of deadlines.
- Ability to communicate both verbally and in writing.
- Ability to learn and to enforce course policies, rules and regulations.
- Skill in following all job related safety procedures.
- Must adhere to the County golf course dress code policy.
- Must be available to work any day of the week between the hours of 6:00 a.m. and 10:00 p.m. Must be willing to work a flexible work schedule to include some weekends and holidays.

Education and Experience

- High School diploma or GED equivalent.
- Valid State of New Mexico Driver's License or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed indoors and outdoors.
- The employee may be exposed to tobacco smoke, noise, and extreme weather conditions.
- Intermittently required to sit, stand, stoop, and walk.
- Frequently required to talk or hear.
- Intermittently lifts objects weighing 25 pounds.
- 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:

- This employee operates a computerized register system, multi-line telephone, hand-held radios, janitorial equipment, golf carts, range picker and similar equipment.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____