

CITY OF CHELAN JOB DESCRIPTION

TITLE: PUTTING COURSE OFFICE WORKER 1

DEPARTMENT: Parks and Recreation

REPORTS TO: Recreation and Facilities Supervisors

SUPERVISES: None

WAGE: \$11.50 to \$12.50

DATE ADOPTED/REVISED: 2018 **SALARY GRADE PT:** 2018 Budget

POSITION PURPOSE

Exceptional customer service skills are required in providing putting course patrons outstanding experience in a family fun atmosphere

ESSENTIAL JOB FUNCTIONS

- Sell rounds of golf for the putting course, issue clubs, balls, scorecards and pencils
- Explain and enforce course rules and policies for safety
- Collect returned clubs and balls at end of play

EXAMPLES OF DUTIES AND RESPONSIBILITIES

- Greeting the public using positive public relations and image to the city's benefit
- Sell putting course plays and collect fees using a computerized Point of Sale system
- Responsible for opening or closing the putting course as scheduled
- Answering the phone in a polite and professional manner
- Responsible for marshaling the course to reduce turf damage
- Provide knowledge of the area and events to the public
- Completing daily reconciliations of all transactions
- Responsible for documenting all complaints, incidents and accidents
- Daily maintenance of the putting course office inside and out.
- Pick-up litter on premises and empty all garbage containers
- Perform other duties as assigned

WORKING CONDITIONS

- Work is performed in an office setting as well as outside on the putting course
- Employee is subject to shift work and working weekends and on holidays
- Putting Course will close on days where weather prohibits the use of the course
- Employee could spend prolonged periods outside in the elements

PHYSICAL REQUIREMENTS

- This position requires the ability to understand and speak English and carry out verbal instructions
- Must be able to operate a computer
- Must be able to lift 40 lbs.
- Must be able to walk over uneven ground to marshal the course

KNOWLEDGE, ABILITIES, SKILLS FOR SUCCESS

- Ability to accurately handle money transactions, including credit cards and cash
- Provide exceptional front-line customer service by promoting positive image and working with the public in a positive manner
- Ability to work and communicate as part of a team, as well as individually and stay on task without constant supervision
- Knowledge of putting course rules and policies and the ability to enforce these rules and policies in a professional manner
- Ability to operate phone in a polite, clear and understandable manner

QUALIFICATIONS REQUIRED

- Valid Washington State Driver's License with driving record free from serious or frequent violations.
- CPR and First Aid Certificates preferred

The statements contained herein reflect general details, as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.