

City of Prineville
Meadow Lakes Golf Course

Golf Shop Inside Services

Position Summary:

The task for golf shop inside service personnel is to exceed the customer's expectations while they are guests at Meadow Lakes Golf Course and Restaurant. This position will assist the management team of Meadow Lakes in helping grow the game of golf. You will represent the City of Prineville with a very visible position. The primary task is to work behind the counter in the golf shop, booking tee times, checking in customers as they arrive, collecting green fees, cart fees, and driving range fees, selling golf shop merchandise, occasionally wash carts, and manage the daily tee sheet. This is a part-time, hourly position, averaging less than 30 hours per week. This position is not eligible for benefits.

Position Status: _____ exempt ___X___ non-exempt

Reports to: Head Golf Professional/Facility Manager

Essential Functions:

- **Quality customer care.** Making sure that every customer, whether on the phone or in person, feels welcome and comfortable at Meadow Lakes.
- Assist the Head Professional/Facility Manager by following all written procedures and completion of daily tasks.
- Schedule tee times and know procedure for booking outings/tournaments.
- Oversee handicap program and teach customers to use system.
- Work as a team – smooth workflow with other team members.
- Manage daily tee sheet and call groups to the tee in order.
- Take special merchandise orders from customers and provide knowledgeable sales assistance for merchandise in the golf shop.
- Provide complete coverage of the front counter and golf shop and collect fees from customers.
- Wash carts, perform outside services tasks when required.
- Protect City assets, property, money, etc.
- Help grow the game of golf at Meadow Lakes Golf Course. Make women, juniors, men's league players and new players feel welcome and glad to be at Meadow Lakes.
- Follow proper safety protocol.
- Other duties as required by Head Professional/Facility Manager

Qualification Requirements

Knowledge, Skills & Abilities

- Excellence in customer service; be a people person.
- Excel at verbal communication skills; communicates effectively
- Ability to organize and prioritize work, meet deadlines
- Knowledge of and ability to provide excellent phone skills. Use proper etiquette.
- Knowledge of and ability to follow written golf shop procedures. Ability to pay attention to details.
- Basic knowledge of computer skills—learn to proficiently learn and operate the golf point of sale (POS) system.
- Self-starter – A person who sees what needs to be taken care of and does so
- Knowledge of the game of golf.

Special requirements/licenses:

Must have a valid driver's license with an acceptable driving record.

Education/Experience required:

- High School Diploma or equivalent

Supervisory Responsibilities:

- none

Working conditions:

While performing the duties of this position, the employee is regularly required to talk, hear, stand, walk, bend, twist, and sit. The employee is frequently required to use their hands. You may be required to lift and/or move up to 20 lbs. 20/20 vision is also required.

The work environment is mostly indoors. The noise level is typically similar to general office work with telephones, personal interruptions and background noises. The work is performed in a temperature-controlled, well-lit building.