

<b>Position:</b> Golf Pro Shop Attendant	<b>Department:</b> Golf	<b>Supervisor:</b> Director of Golf	
<b>Job Titles Supervised:</b> None	<b>Date:</b> 02/02/21	<b>FLSA:</b> Hourly (Non-Exempt)	<b>Benefits:</b> No - Seasonal

**Overview:**

Handle all ProShop operations, to include but not limited to; booking Tee Times, collecting payments, selling merchandise and any administrative work accurately and efficiently.

**Additional Information:**

In order to apply for this position, you must be legally authorized to work in the United States. Upon hire you must complete the I-9 form within the first 3 days of employment.

We expect our employees to approach their work with passion, enthusiasm, and attention to customer satisfaction. We also expect our employees to champion, embrace and live the company values: Fun, Accountability, Concern for Others, Continuous Improvement, and Trust. Our values are at the center of everything we do. We use them as guides to make decisions and chart our course on a daily basis.

**Essential Functions of the Job:**

- *Regular attendance and reporting to work on time, ready to begin your shift is an essential function of employment (being tardy places an unfair burden on the team)*
- *Ability to work flexible schedules (including weekends, nights, holidays) to meet hotel/guest needs*
- *Communicating effectively, both verbally and in writing (i.e. use appropriate language, display proper tone, attitude and body language when communicating)*
- *Ability to understand and follow instructions as directed by supervisor/manager*
- ***Working Safely*** is a condition of employment. All employees must follow the safety policies
- *Performing the job duties as described. (Reasonable accommodations will be considered in accommodating disabilities. If you believe you need an accommodation, please speak with your supervisor, General Manager, or Human Resources)*

**Expectations of all Employees:**

- ✓ Be polite, courteous and helpful to all guests and coworkers, displaying a positive "can do" attitude while maintaining a high level of professionalism consistent with the company values
- ✓ Acknowledge our guests with a smile and friendly "hello." Promptly attend to guest needs
- ✓ Comply with all hotel policies and procedures, i.e. Employee Handbook, Conduct Policy, Safety Policy, etc.
- ✓ Comply with guest privacy standards
- ✓ Report to your supervisor or the MOD, ***immediately, all injuries*** occurring while on duty, *no matter how minor*. (Fraud, Dishonesty and False Statements regarding an injury will result in disciplinary action up to and including termination)
- ✓ Act as a safety and security agent by identifying and reporting potential risks to guests and/or employees to the Manager or General Manager
- ✓ Arrive to work on time (follow call-out policy), and in appropriate work attire, (uniform, foot wear and name tag) neat in appearance
- ✓ Complete work in a timely manner and meet productivity standards/expectations
- ✓ Keep work area clean, neat, and well organized
- ✓ Demonstrate a team behavior and attitude of working together effectively to accomplish tasks (even if outside specific job duties)
- ✓ Seek approval from management prior to working overtime (i.e. punching in early or staying beyond scheduled shift)
- ✓ Perform additional duties as assigned

**Job Duties and Responsibilities:**

1. Communicate professionally and courteously both in person and on the phone
2. Process all reservations, modifications, and cancellations using a computer
3. Handle all incoming golf leads for transient golf packages and small golf groups between 4 and 10 rooms
4. Act as on-site contact for all customer questions/challenges
5. Sell and Upsell client on golf merchandise
6. Maintain inventory control and displays
7. Maintain golf carts, staging and basic cleaning
8. Assist with overall Golf Department needs
9. Maintain a working knowledge of the resort's policies, hours of operation, and resort amenities
10. Resolve guest issues in a guest –focused prompt manner to exceed their expectation

**Skills Required:**

Provide high level customer service, communicate effectively with guests and team members, follow instructions, ability to learn quickly, pay attention to detail, and maintain composure when working under pressure. Time management and organizational skills; ability to follow written and oral instructions; alphabetizing, grammar, and punctuation skills.

**Experience / Education:**

High School diploma and/or equivalent work experience, prior customer service experience

**Performance Measurement:**

90 Day performance review, on-going feedback from supervisor, attendance, productivity, feedback from others, guest comments and scores, etc.

**Physical Demands:**

Work is performed in a hotel / golf course environment. This is a physically demanding job that requires extended periods of walking, standing, bending, lifting, twisting, and kneeling. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (See Physical Requirements section for detailed information.)

**Employee Acknowledgement:**

I have received a copy of this job description, have read and understand the expectations and responsibilities. I understand that if I need a reasonable accommodation to perform these job duties, I am to speak with my manager, GM, or Human Resources. I recognize that the company reserves the right to modify this job description based on business needs and that I may be asked to perform additional duties as assigned.

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**Manager****Date**

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**Employee Signature****Date**

### Physical Requirements of this position

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:** Approximate requirements of time tasks are performed in carrying out job duties.

(To update boxes – place cursor to the left of the box, double click, under “Default Value” click on not checked or unchecked to select the box.)

<b>Sitting (Number of hours a worker must be sitting)</b>	<b>Tasks (not an exclusive list)</b>
<input checked="" type="checkbox"/> Not an essential function	
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

<b>Standing (Number of hours standing)</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Majority of time is spent standing while performing duties.</li> </ul>
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

<b>Walking (Number of hours walking)</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Majority of time is spent walking while performing duties.</li> </ul>
<input type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input checked="" type="checkbox"/> 7 or more hours/day	

<b>Bending</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate bending while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent Bending: 1-120 bends/day (15 bends/hour)	
<input checked="" type="checkbox"/> Moderate Bending: 121-480 bends/day (1 bend/minute)	
<input type="checkbox"/> Frequent Bending: 481 or greater bends/day (>1 bend/minute)	

<b>Squatting</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate squatting while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent Squatting: 1-120 squats/day (15 squats/hour)	
<input checked="" type="checkbox"/> Moderate Squatting: 121-480 squats/day (1 squats/minute)	
<input type="checkbox"/> Frequent Squatting: 481 or greater squats/day (>1squat/minute)	

<b>Kneeling</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate kneeling while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent Kneeling	
<input checked="" type="checkbox"/> Moderate Kneeling	
<input type="checkbox"/> Frequent Kneeling	

<b>Twisting</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate twisting while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent: 1-120 twists/day	
<input checked="" type="checkbox"/> Moderate: 121-480 twists/day	
<input type="checkbox"/> Frequent: 481 or greater twists/day (>1 twist/minute)	

<b>Lifting Floor to Waist</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate lifting while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input checked="" type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

<b>Lifting to Waist to Shoulder</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate lifting while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input checked="" type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

<b>Lifting Overhead</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Moderate lifting while performing duties.</li> </ul>
<input type="checkbox"/> Infrequent: up to 25 lbs	
<input checked="" type="checkbox"/> Moderate: up to 25 lbs	
<input type="checkbox"/> Frequent: up to 25 lbs	

<b>Pushing / Pulling</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Occasional push/pulling while performing duties,</li> </ul>
<input checked="" type="checkbox"/> 1-3 hours/day	
<input type="checkbox"/> 3-7 hours/day	
<input type="checkbox"/> 7 or more hours/day	

<b>Wrist / Hand / Fingers Repetitive Movements</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>Frequent repetitive motion while performing duties</li> </ul>
<input type="checkbox"/> Infrequent	
<input type="checkbox"/> Moderate	
<input checked="" type="checkbox"/> Frequent	

<b>Cardiovascular – Endurance (Maximum Work-load Required Each Day)</b>	<b>Tasks (not an exclusive list)</b>
<input type="checkbox"/> Not an essential function	<ul style="list-style-type: none"> <li>High energy requirements as person is on their feet and in motion for majority of their duties.</li> </ul>
<input type="checkbox"/> Light energy requirements	
<input type="checkbox"/> Moderate energy requirements	
<input checked="" type="checkbox"/> High energy requirements	

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**Manager**


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**Date**


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**Employee Signature**


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**Date**