

**CAMPBELL COUNTY FISCAL COURT  
POSITION DESCRIPTION**



<b>Position Title:</b>	Golf Course Attendant I / Golf Course Attendant II
<b>Department:</b>	AJ Jolly Golf Course
<b>Reports To:</b>	Head Golf Professional
<b>FLSA Status:</b>	Non-Exempt, hourly
<b>Employment Status:</b>	Part-Time
<b>Pay Grade:</b>	A

**SUMMARY:**

The Golf Course Attendant performs a variety of tasks related to the day-to-day golf course operations and may serve as a back-up Clubhouse Concession Worker or Clubhouse Maintenance Worker. Golf Course Attendant job assignments may change daily as determined by the Head Golf Professional or appointee. All duties are performed with a high commitment to overall customer satisfaction.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

Golf Course Attendant I job duties include, but are not limited to overseeing tee times, ensuring orderly flow of play, monitoring satisfaction of players, and cleaning and positioning golf carts.

- Ensures the orderly flow of play in accordance with tee times;
- Ensures greens fees are collected for each golfer before teeing off;
- Ensures the correct placement of golf carts, including parking carts in proper order;
- Inspects golf carts and facilities to ensure their cleanliness, appearance, and readiness; and
- Provides backup support for clubhouse maintenance and/or concessions.

Golf Course Attendant II job duties include, but are not limited to selling golf shop merchandise to customers, handling cash and credit transactions, answering the phones, interacting with and providing patrons with information in a friendly and professional manner, maintaining the cleanliness of the golf pro shop and ensuring the merchandise displays are properly stocked and organized on a daily basis.

- Operates a cash register, issues receipt for each transaction and accounts for all cash received;
- Sells merchandise and/or provides suggestions to patrons as appropriate to meet their needs, and assists customers with special merchandise orders;
- Assists in packing and/or unpacking inventory, arranging and displaying golf shop inventory;
- Ensures items required for golf course are stocked appropriately;
- Answers customer questions and provides golf course information to customers (i.e., tee times, upcoming tournaments, prices, policies, etc.);
- Provides backup support for opening and closing of the golf shop, clubhouse maintenance and/or concessions; and
- Assuming duties of Golf Course Attendant I when assigned.

**QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES):**

- Excellent interpersonal skills and ability to deal effectively with employees, officials, and the general public;
- Ability to deal responsively when reporting or solving guest complaints;
- Knowledge of safe work practices and the ability to apply them in everyday work situations;
- Basic computer and cash register skills;
- Knowledge of golf and golf shop merchandise;
- Intermediate math skills;
- Ability to promote positive relations with guests and employees;
- Ability to provide clear and pleasant telephone communications;
- Knowledge of safe work practices and the ability to apply them in everyday work situations; and

- Ability to work flexible hours with evening, weekend and holiday work as required.

**EDUCATION AND EXPERIENCE:**

High school diploma or equivalent and one (1) year of customer service and/or retail experience, and/or equivalent combinations of education or experience.

**NECESSARY SPECIAL REQUIREMENTS:**

- Possess valid driver's license or prior experience working with golf carts.

My signature below signifies that I have reviewed and understand the contents of the position description. I am aware of the requirements of the positions, and will perform to the best of my ability, the job duties and requirements specified in this position description.

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Employee Signature

Date

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Supervisor Signature

Date