

City of Mission Job Description

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Job Title: **Pro Shop Clerk**

Classification: **Non-Exempt**

Department: Golf Course



Division: Club House

Supervisor: Golf Director

Effective: May 11, 2012

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## I. **JOB SUMMARY**

The individual receives merchandise and process the merchandise in the Golf-Pro Shop. Compiles records of amount, kind, and value of stock or material on hand in pro-shop. Counts stock material or merchandise on hand and posts totals to inventory records. Compares inventories taken by other workers with office records or computes figures from sales equipment. Verifies clerical computations against physical count of stock and adjusts errors in computation, counts, or investigates and reports reasons for discrepancies. Compiles information on receipt of disbursement of goods and computes inventory balance price and costs. Prepares reports of inventory balance price and shortages. Lists depleted inventory items. Operate computer, adding machines/calculating machines, copier equipment, and other office equipment. Update and maintain inventory records using computer terminal. Operate cash register, make change, take receipts, and make daily deposits. Provide customer service to patrons of the golf course. Handicaps year round, range occasionally, cart attendant, janitor year round and any other duties assigned by Supervisor/Director/Head Professional.

## II. **EDUCATION REQUIREMENTS**

- A high school diploma or G.E.D. is required.
- Computer knowledge in Microsoft Word, Internet, and E-Mail is required.
- Minimum of two (2) years experience as cashier is required.
- Must be in possession of a neat and professional appearance and demeanor.
- Must be able to type 40-45 words per minute, use a 10-key calculator by touch, be able to use general office equipment and know office/clerical procedures.
- Must have good communication skills for answering the phone and attending the general public.
- Must be able to communicate orally in the Spanish and English language.

## III. **EMPLOYMENT REQUIREMENTS**

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a drug, physical, and pre-placement screenings administered by the City of Mission doctor at the City's expense.
- Applicant must have a neat and professional appearance.



- Applicant must have a current valid class "C" driver's license from the Department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

#### **IV. SKILL AND ABILITY REQUIREMENTS**

- The ability to interpret city policy and procedures as related to the job position and communicate with same to the general public, co-workers, and personnel.
- The ability to follow a firm work schedule as directed by supervisor.
- The ability to maintain and develop a good working relationship with the supervisor and co-workers.
- Ability to operate a typewriter, computer, adding machine, copier, and office equipment.
- Ability to make decisions based on verifiable criteria.
- Ability to produce work to precise tolerances or standards.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability of precision work in use of hand tools to produce specific standards.
- Ability to work different shifts as directed by the supervisor.

#### **V. EQUIPMENT/MATERIALS**

General office and safety equipment/materials to include but not limited to the following:

- City vehicle, Personnel computer, Cash register
- 10 key calculator, Copy machine, Fax machine
- Telephone, 2 way communication radio, Golf cart
- Computer mouse, Computer printer, Computer keyboard
- Stapler, rulers, Pens, pencils, highlighters, Golf bucket
- Golf balls, Clothing inventory, Speaker phone
- Feather duster, Golf clubs, Vacuum
- Policy & procedure handbook

#### **VI. ESSENTIAL JOB FUNCTIONS**

- Receives merchandise and prices the merchandise in the Golf-Pro Shop.
- Compiles records of amount, kind, and value of stock or material on hand in pro-shop.
- Counts stock material or merchandise on hand and posts totals to inventory records.
- Compares inventories taken by other workers with office records or computes figures from sales equipment.



- Verifies clerical computations against physical count of stock and adjusts errors in computation, counts, or investigates, and reports reasons for discrepancies.
- Compiles information on receipt of disbursement of goods and computes inventory balance price and costs.
- Prepares reports of inventory balance price and shortages, and lists depleted items.
- Ability to operate typewriter, computer, adding machine/calculating, copier equipment, and other office equipment.
- Update and maintain inventory records using computer terminal.
- Operate cash register, make change, take receipts, and make daily deposits to city hall.
- Provide excellent customer service to patrons of the golf course.
- Perform all job functions with special attention to safety and city policies and procedures related to the job position.
- Works as a starter when directed by the Golf Director, does handicap and cleaning of pro-shop (dusting and vacuuming).
- Occasionally go to bank to make deposit and make change.
- Scheduled to work open-close shifts only, no middle shift, without a supervisor.
- Makes change for cash register from safe.
- Works holidays and week-ends.
- Perform other duties assigned by Director/Head Professional.

**VII. NON-ESSENTIAL JOB FUNCTIONS**

- None

**VIII. WORK ENVIRONMENT**

Exposure to the following environmental conditions are required for this job.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (none-weather)		X		
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Extreme heat (non-weather)		X		
Extreme cold (non-weather)	X			
Outdoor weather conditions			X	
Fumes or airborne particles		X		
Toxic or caustic chemicals			X	
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			



**IX. MANUAL DEXTERITY**

Gross and fine finger dexterity are required to perform essential job functions. Gross hand manipulation is performed to grip a series of files and handle money from cash register. Fine finger dexterity is required to hand write notes and to post data in computer and cash register.

**X. PHYSICAL DEMAND ANALYSIS**

**MATERIAL HANDLING ACTIVITIES**

Task	Weights	Frequency	Performance
<b>LIFTING</b>	Up to 5 lbs	<b>O</b>	Buckets of golf balls or books and binders
	6-10 lbs	<b>O</b>	Boxes of shoes, shirts, shorts, hats, caps, balls, and golf clubs
	11-20 lbs	<b>O</b>	Boxes of shoes, shirts, shorts, hats, caps, balls, and golf clubs
	21-25 lbs	<b>O</b>	Boxes of shoes, shirts, shorts, hats, caps, balls, and golf clubs
	26-50 lbs	<b>O</b>	Boxes of shoes, shirts, shorts, hats, caps, balls, and golf clubs
	51-75 lbs	<b>O</b>	Golf clubs
	76-100 lbs	<b>N</b>	
	Over 100 lbs	<b>N</b>	
<b>CARRYING</b>	Up to 5 lbs	<b>O</b>	Buckets of golf balls, books, binders, merchandize, office supplies, golf clubs
	6-10 lbs	<b>O</b>	Buckets of golf balls, books, binders, merchandize, office supplies, golf clubs
	11-20 lbs	<b>O</b>	Buckets of golf balls, books, binders, merchandize, office supplies, golf clubs
	21-25 lbs	<b>O</b>	Buckets of golf balls, books, binders, merchandize, office supplies, golf clubs
	26-50 lbs	<b>O</b>	Buckets of golf balls, books, binders, merchandize, office supplies, golf clubs
	51-75 lbs	<b>N</b>	
	76-100 lbs	<b>N</b>	
	Over 100 lbs	<b>N</b>	
<b>PUSH/PULLING</b>	Up to 5 lbs	<b>O</b>	Filing cabinet drawers, cash register drawers
	6-10 lbs	<b>N</b>	
	11-20 lbs	<b>N</b>	
	21-25 lbs	<b>N</b>	
	26-50 lbs	<b>N</b>	
	51-75 lbs	<b>N</b>	
	76-100 lbs	<b>N</b>	
	Over 100 lbs	<b>N</b>	

N-Never    O-Occasional 1-33%    F-Frequent 34-66%    C-Constant 67-100%

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**NON-MATERIAL HANDLING ACTIVITIES**

Task	Frequency	Performance
<b>CLIMBING</b>	<b>F</b>	Entrance stairs
<b>STOOPING</b> (bending at waist)	<b>O</b>	Display and pickup inventory
<b>KNEELING</b> (one or both knees)	<b>O</b>	Set up displays and selling merchandise
<b>CROUCHING</b> (bending at hips/knees)	<b>N</b>	Stocking merchandise on the sales floor.
<b>CRAWLING</b>	<b>N</b>	
<b>REACHING</b>	<b>F</b>	Merchandise, office equipment, supplies & telephone
<b>TWISTING/TURN</b> (rotation)	<b>O</b>	Using computers to credit card machine
<b>HANDLING</b> (manipulated objects)	<b>F</b>	Merchandise and office equipment and supplies.
<b>STANDING</b>	<b>F</b>	Sales associate, counter sales, greeting public
<b>WALKING</b>	<b>F</b>	Greet public
<b>SITTING</b>	<b>O</b>	Working on tournament signs, paperwork
<b>FINGERING</b> (finger dexterity)	<b>F</b>	Greet golfers, touch computer screen, pens, pencils, telephone, keyboard
<b>GRASPING</b> (whole hand activities)	<b>F</b>	Merchandise and office equipment and supplies.

**N-Never    O-Occasional 1-33%    F-Frequent 34-66%    C-Constant 67-100%**

I, \_\_\_\_\_ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date