

Job Title: **Pro Shop Clerk**

Department: Golf Course

Supervisor: Head Pro Shop Clerk



Classification: **Non-Exempt**

Division: Club House

Effective: 02/12/2024

---

## **I. JOB SUMMARY**

- The individual will assist with the daily golf operations including tracking play, protecting and controlling assets, opening and closing the clubhouse, assisting with all merchandising functions, assisting/conducting golf tournaments, and providing other professional services to ensure an exceptional golf experience. Ensures that the pro shop operation including snack bar is functioning well and that all phases of service and their operation are optimal. Operates point of sale (POS) system, makes change, gives receipts, and reconciles receipts at the end of shift.

## **II. EDUCATION & EXPERIENCE 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.
- Ability to work weekends and holidays.
- 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 provide outstanding customer service skills.
- Ability to enthusiastically promote the game of golf.
- Possess the skill and understanding of typical golf course procedures.
- Ability to perform required role in emergency situations.
- Ability to maintain knowledge and skill level to operate the tournament software as it relates to golf tournaments and leagues.
- Ability to make decisions based on verifiable criteria.
- Ability to produce work to precise tolerances or standards.
- Ability to perform and complete general and specific assignments under little direct supervision allowing for use of independent judgement.
- Ability to work different shifts as directed by the supervisor.
- Ability to have a willingness to learn.

#### **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
- Personnel Policy Manuel

**VI. ESSENTIAL JOB FUNCTIONS:**

- Operates a point of sale (POS) system.
- Collects and records green fees, golf cart rental fees, membership fees and all other pertinent fees associated with the golf operation.
- Issues receipts for all fees associated with the golf operation.
- Schedules tee times.
- Assists with special promotions and merchandise sales.
- Assists in tournament operations, in some case conducts the tournaments or league operation.
- Assists with monthly physical inventories and provides monthly inventory reports that may include but not limited to count discrepancy issues.
- Keeps the Pro Shop counter and retail area neat, clean and organized at all times.
- Assists customers with merchandise selections.
- Performs operating & closing procedures in accordance with procedures laid out by the City of Mission and the Golf Director.
- Performs other related duties that are required and assigned. Duties could include janitorial work, starting, marshaling, golf cart fleet maintenance.
- Receives, prices, and displays incoming merchandise with the direction of the Golf Director.
- Adheres to golf operation policies & procedures, memos and oral instruction.
- Performs all job functions with special attention to safety and city policies and procedures related to the job position.
- Occasionally go to bank to make deposit and make change.
- Scheduled to work a varying schedule including weekends and holidays.
- Makes change for cash register from safe.

**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 (non-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**

<b>Task</b>	<b>Weights</b>	<b>Frequency</b>	<b>Performance</b>
<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>
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>
	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%**

**NON-MATERIAL HANDLING ACTIVITIES**

<b>Task</b>	<b>Frequency</b>	<b>Performance</b>
<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.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date