

**City of Grand Rapids  
Job Description**

**Job Title:** Golf Shop Assistant  
**Department:** Pokegama Golf Course  
**FLSA:** Part-time, Seasonal, Hourly, Non-Exempt  
**Approved By:** City Council  
**Approved Date:**

**Supervision Received:**

Works under the supervision of the Director of Golf and Assistant Golf Professional.

**Supervises:**

None.

**Position Summary:**

Responsible for selling golf shop merchandise to customers, handling cash and credit transactions, answering phones, interacting with patrons, and providing information and handling request and complaints with a positive attitude and in a friendly, professional manner. Assists with inventory control, maintains the cleanliness of the golf shop and ensures the merchandise displays are properly stocked and organized.

**Essential Duties and Responsibilities:**

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to that position. Other duties may be assigned.

- Be fully knowledgeable of golf shop merchandise. Sell merchandise and/or provide suggestions to patrons as appropriate to meet their needs. Assist customers with special merchandise orders.
- Collect money or process credit cards, record sales transactions and issue receipts for all merchandise sales, greens fees, car/pull cart rental fees and club rental fees.
- Answer phones, maintain pleasant and professional telephone manner at all times. Schedule tee times and handle customer inquiries and/or complaints in accordance with operating policies and procedures. Take messages for patrons who may be on course.
- Interact with pass-holders, members and guests in a congenial and professional manner. Assist patrons with information regarding tournaments, special events, club activities, policies, etc.
- Assist in packing and/or unpacking inventory, arranging and displaying golf shop inventory. Assist with physical inventory at month end in accordance with inventory procedures.
- Ensure that the golf shop is maintained per company cleanliness and appearance standards. Maintain clean, presentable and fully stocked merchandise displays.

- Assist with organizing and implementing tournaments, group outings and special events. Ensure efficient operation and coordination of golf shop, cart service and other services as applicable.
- Assist with organizing and maintaining ancillary services such as the handicapping system, membership programs and driving range facilities.
- Perform other duties as appropriate.

**Education/Qualifications/Certifications:**

- High school preferred.
- 1 year experience in golf shop and/or customer service/retail sales environment preferred.
- Demonstrated quality written, verbal, and interpersonal communication skills.
- Ability to analyze and solve problems; efficiently handle multiple duties under pressure with minimal supervision; work flexible hours as required including nights/weekends.
- Positive attitude, professional manner and appearance in all situations.

**Knowledge, Skills, Abilities and Competencies Required:**

The requirements listed below are representative of the knowledge, skill, ability and/or competency sets required to complete the essential functions of the job at a satisfactory level.

- Read and write (English).
- Communicate verbally with staff members and/or customers with or without the use of two-way radios.
- Give and/or follow verbal and written instructions.
- Visually inspect all work areas, golf course, and grounds.
- See players on the golf course, and to follow the flight of golf balls.
- Perform mathematical calculations involving fractions, decimals, and percentages.
- Retrieve, read and interpret information from technical sources.

**Machine/Equipment/Tools Used**

General office machines, such as personal computers, printers, copiers, fax machines, calculators, telephones, etc. VDT glare screen and wrist rest.

**Working Conditions**

Work hours may include days and evenings on weekdays and weekends. Subject to inside and outside environmental conditions. May be exposed to inclement weather, potentially dangerous chemicals, solvents, pesticides, herbicides, and fertilizers, misdirected golf balls, sharp and rapid equipment movement on a daily basis. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed.

**Physical Requirements:**

This work requires standing, walking, pushing, pulling, lifting, grasping, bending, and kneeling for up to five (5) hours at a time. Lifting up to 50 pounds occasionally, 30 pounds frequently, and 10 pounds constantly. Work regularly requires sitting, speaking, or hearing, using hands, handle or feel and repetitive motions. Work frequently requires reaching with

hands and arms and requires standing, walking and lifting. Work has standard vision requirements. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly. Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound. Work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities. Work has exposure to environmental conditions. The regular, on-going work environment of this position requires inside work and also outdoor activities. May be exposed to inclement weather, potentially dangerous chemicals, solvents, pesticides, herbicides, and fertilizers, misdirected golf balls, sharp and rapid equipment movement on a daily basis. Injury may result as a result of exposure to the above if safety policies and practices are not properly followed.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**Seasonal Golf Shop Assistant Position Description Acknowledgement**

I have read and understand all of the above. I have reviewed the essential functions and responsibilities for which I am responsible as well as the working conditions and physical requirements. I understand this document does not create an employment contract, and that I am employed by the Company on an “At Will” basis. I further understand that this position description supersedes any and all prior descriptions issued.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_