



Job Title: Pro Shop Personnel
Job Code: 520
Department: Golf Course Operations
Reports To: Head Golf Professional
Class Code: 9060
FLSA Status: Non-exempt
File Name: Pro Shop Personnel.doc
Prepared Date: 9/12/00, revised 4/21/10, updated 4/28/11, 7/30/15, 10/15/15, 3/11/21, 2/20/22

SUMMARY

Under the supervision of the Director of Golf, the Pro Shop Personnel are responsible for collecting monies, recording and monitoring golf reservations, and keeping adequate records in the golf course pro shop. They will assist in all aspects of the golf operation to ensure the highest level of service and golf experience to the membership. Responsibilities will include but not be limited to sales, merchandising, tournament registration, and inventory control. The successful candidate will be very service oriented, and strong interpersonal skills are a must.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provide excellent service to customers, employees, and business partners.
- Maintain a working knowledge of the game of golf and Tahoe Donner Golf Course policies, rules, and regulations.
- Provide excellent customer service to customers and employees and works well under pressure.
- Collect monies from customers, operates cash register and credit card machines.
- Complete documentation necessary for recording golf reservations, sales transactions and other related items.
- Keep the golf pro shop and surrounding area organized, clean and safe.
- Aid the Starters and Players Assistants in maintaining great pace of play at Tahoe Donner

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.

EDUCATION and/or EXPERIENCE

Associate's degree or equivalent from two-year college or technical school; or six months to one-year related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Current Cardiopulmonary Resuscitation (CPR) and First Aid certifications recommended.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl and use sense of smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to fumes or airborne particles, risk of electrical shock, and vibration. The noise level in the work environment is usually moderate.