



City of Umatilla

Job Title:	Pro Shop Attendant/ Office Clerk	Job Category:	Non-Union; Non-Exempt
Department/Group:	Finance & Administrative Services	Pay Grade:	\$14.00 / Hr.
Location:	Golf Course	Reports to:	Golf Course Administrative Supervisor
HR Contact:	Jonathan Egan	Position Type:	Seasonal Part Time
Supervision:	Exercised: None. Received: Works under the direction of the Golf Course Administrative Supervisor.		
Minimum Qualifications:			
<ul style="list-style-type: none"> High School diploma or GED equivalent required. One to two years' experience in performing administrative/office support in a customer service or golf course/pro shop setting. Possession of a valid driver's license. Possession of or ability to obtain OLCC alcohol server permit. Ability to accommodate flexible schedule to include evening and weekend hours. 			
Job Description			
<p>GENERAL PURPOSE</p> <p>Under basic supervision, performs customer service and administrative work. Responsible for sale of pro shop items, collection of fees, registration of players, and assigning tee times.</p> <p>ESSENTIAL DUTIES AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> Greets guests, provides prompt, courteous and friendly customer service. Manages reservation system, checks guests in, collects fees, and assigns tee times; informs players of course rules and regulation, maintains logs. Sales merchandise, maintain inventory records, and accurately reconciles cash register sales with daily sales reports. Keeps updated on and provides information on upcoming tournaments and events. Assists in coordinating and providing assistance in department tournaments and events. Assists guests with all their needs while in the pro shop; Ensures inquiries and requests are met efficiently and professionally; Ensures complaints are dealt with in a pleasant manner and recorded for the Golf Course Administrative Supervisor. Maintains the pro shop environment by keeping the shop neat and orderly by general housekeeping duties: maintains, cleans, and straightens merchandise displays, cleans facility. Records and documents any safety hazards or other important situations immediately to supervisor. Accepts orders/shipments and stocks shelves/racks. Advises supervisor of receipt of items and inventory levels as needed. Answers phones, direct calls, and answer customer questions professionally. 			

- Maintain cleanliness of public restrooms.
- Ensures collection and recording receipt of appropriate payment (cash, credit card transactions); Handles and records cash and credit card transactions in accordance with department and City procedures.
- Follows procedures for proper opening and closing of pro shop.
- Maintains positive professional and effective working relationships by providing exceptional customer service.
- Regular attendance is an essential function of this job to ensure continuity.
- May be required to work early mornings, evenings, holidays or weekends as needed.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.
- May be cross trained to work in other city park facilities

This list is illustrative only and not intended to specify every duty and job responsibility.

KNOWLEDGE, SKILLS AND ABILITIES

- Experience providing positive and professional customer service.
- Basic to moderate general computer use and online systems management.
- Ability to follow directives from supervisors.
- Cash handling procedures.

TOOLS AND EQUIPMENT

Use of computer and related software applications such as Microsoft Word, Excel, and PowerPoint. Also use of ForeUp or other required online golf course management software.

Use of office equipment such as computer, phone, copier, 10-key calculator, typewriter, fax machine, copy machine, base radio, and automobile.

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 essential functions.

While performing the duties of this position, the employee is frequently required to sit, stand, communicate, reach, kneel, balance, crouch, and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 50 pounds on a regular basis, manual dexterity and coordination are required more than 50% of the work period while operating equipment such as a golf cart, computer keyboard, a telephone, fax, calculator, and other similar office machines.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those and 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.

This position works primarily in a usual office working environment, but has secondary responsibilities outdoors. The position often requires long periods of standing.

This role routinely uses standard office equipment such as computers, phones, adding machines, copy machines, filing cabinets and fax machines, but also may require use of City vehicles, golf carts and recreational equipment. The noise level in the work environment is typical of most open office environments when working indoors, and typical ambient noise environments associated with working in a golf course setting.

Reviewed By:	Melissa Ince	Date:	February 4, 2022
Approved By:	Dave Stockdale	Date:	February 4, 2022
Last Updated By:	Jonathan Egan	Date/Time:	February 14, 2023



David Stockdale
City Manager