



City of Casa Grande

### **Golf Shop Assistant**

**GENERAL PURPOSE:** Under general supervision, performs responsible administrative and supervisory tasks involved in the operation of a golf pro shop.

#### **PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides efficient, helpful and courteous service to customers and guests.
- Assists in the daily operations of the golf shop including the sale of merchandise and green fees, rental of golf carts and practice balls; collects, records, processes and handles monies generated within the golf course and golf shop operations.
- Assists with development and implementation of merchandising procedures, and purchasing, pricing, display, maintenance and inventory control systems for golf pro shop.
- Assists with the development of work programs and supervision of golf shop employees.
- Assists with development of budget recommendations for golf shop operations and golf program; assists with administration and monitoring of budget.
- Assists with development and implementation of policies and procedures for golf program and golf shop operations.
- Assists with youth and adult golf programs; promotes the game of golf in the community.
- Assists with development of tournament play, including outside groups and organizations.
- Checks golf carts as to acceptable operation and cleanliness.
- Performs other duties as assigned or required.

**SUPERVISION EXERCISED:** May supervise the work of assigned personnel.

#### **MINIMUM QUALIFICATIONS:**

##### **Education and Experience:**

Graduation from high school or equivalent, and three (3) years of experience in golf program or pro shop operations, with at least one year of supervisory experience; OR an equivalent combination of education and experience. Golf Professional or PGM Apprentice credentials preferred.

**Necessary Knowledge, Skills and Abilities:**

- Knowledge of the rules and etiquette of golf.
- Knowledge of the operation and administration of golf programs and golf shop operations.
- Knowledge of sound business practices, cash management and inventory control techniques.
- Knowledge of the principles and practices of effective positive customer service.
  
- Skill in promoting a positive image of the city regarding municipal golf operations.
- Skill in organizing and supervising tournament play.
- Skill in determining, calculating, tabulating or summarizing data/information.
- Skill in working under pressure of deadlines, maintaining a professional demeanor during stressful situations, and establishing and maintaining cooperative working relationships with employees, officials, other agencies and the general public.
- Skill in making reports and keeping records.

**Special Requirements:** Valid State of Arizona Driver's License.

**Physical Demands / Work Environment:** Work is performed in the golf shop and on the golf course or driving range in a variety of weather conditions.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.*