EMPLOYMENT OPPORTUNITY
GOLF SPECIALIST – PART TIME – SIMI HILLS
(GOLF SHOP SUPERVISOR)

THE POSITION

This customer service position includes reserving tee times and answering questions for golfers/customers, maintaining a clean and inviting golf shop, taking golfer payments and directing golfers onto one of the Park District’s two golf courses. Some proficiency in golf is preferred; golf professional experience is highly desirable. Daily shifts range from 5 to 8 hours, and employees typically work 3-5 days per week in the golf shop. Some shifts may start as early as 5 am and other shifts end at 10 pm in peak summer periods (shorter in the winter) and include all weekends and holidays, as courses are open daily, year-round.

EXAMPLE OF DUTIES

The essential functions of this position may include, but are not limited to:

- Providing a welcoming environment to guests as they arrive at the course. This includes, but is not limited to:
  - Welcoming guests as they enter the clubhouse
  - Keeping the golf shop neat and organized, including dusting, vacuuming, organizing and rotating inventory and stock
  - Managing special signage around the clubhouse
  - Monitoring hourly bathroom checks
  - Monitoring bag drop if/when established
- Monitoring pace of play and react to pace of play issues to assure no more than 4.5 hour pace of play.
- Managing social media. Create relevant posts for Facebook, Instagram and Twitter on an on-going basis (4-5 posts per week).
- Function as a back-up for telephone calls, starter breaks and other shop responsibilities. Operate and trouble-shoot point of sale and cash management systems.
- Assist golf course management with merchandising functions.
- In coordination with Grill management, teaching professionals and course manager, develop special events, such as tastings (wine, cigars, scotch, etc.), nine-and-dine, back-nine competitions, clinics, club demos, intro to golf classes, etc.
- Work with clubhouse assistant and management to identify, prioritize and supervise maintenance/repair projects around the facility.
- Monitor cart attendant activities and performance. Assure that cart attendants are actively engaged in their assignments and assign additional tasks as needed.
- Manage, publish and update staff schedules, including golf shop, cart/range staff and clubhouse/maintenance. Assist managers with hiring and training.
- Develop plan for event calendaring to promote the golf course – publicizing public events in social media as well as in clubhouse locations. Determine feasibility of centralizing notices in the clubhouse facility.

The position may perform other related work as assigned.

EMPLOYMENT STANDARDS

Knowledge, Skills and Abilities: Requires a minimum of three years of golf shop or related customer service-related experience. Must have a basic understanding of social media, sales systems and inventory management. Requires the ability to read and understand written instructions; attention to detail and focus on cleanliness; use good judgment in carrying out written or oral instructions. Must be self-starter with ability to initiate, execute and promote special projects and events. Friendly, customer-oriented attitude required.
License / Certification: Graduation from high school or equivalent, a valid California driver license and a good driving record are required.

PHYSICAL ACTIVITY REQUIREMENTS
Position requires standing or walking 90% of the time or more; frequent lifting and carrying loads to 30 pounds and occasional pushing/pulling loads to 50 pounds; occasional lifting to 50 pounds; frequent bending, kneeling/squatting, reaching overhead/stretching, working on rough or uneven terrain; occasional crawling and the necessary dexterity for handling and operating office/retail equipment.

11/18