



Forest Preserve District of DuPage County JOB DESCRIPTION

Job Title: Seasonal Golf Pro Shop Attendant Ent

Job Code: 005S

Business Unit: Business Enterprises

FLSA Status: Non-Exempt

Manager Title: Golf Services Supervisor

Last Date Reviewed: September 24, 2018

Job Purpose

This position assists in the functions and activities related to Golf Services.

Essential Duties and Responsibilities

The District operates multiple locations, Maple Meadows in Wood Dale, The Preserve at Oak Meadows in Addison and Green Meadows in Westmont. Depending on business needs, work may involve assignments or responsibilities at other golf courses or facilities within the District.

- Collect golf fees and process credit cards. Sell merchandise, snacks, beverages, and certificates
- Organize and conduct customer service activities. Greet and provide information to customers, answer phones, coordinate flow of golf play, identify problems, and help prepare customer correspondence
- Organize and balance cash register. Prepare daily revenue reports. Deposit daily receipts
- Operate the golf handicap service, and Point-of-Sale (POS), reservation, and phone systems
- Participate in the opening and closing of the pro shop and clubhouse. Secure doors, lock up premises, and activate alarm
- Prepare for golf events and help coordinate the activities of golf service staff for daily operations
- Perform custodial and basic maintenance functions. Clean, sanitize, and deodorize restrooms and replenish supplies, vacuum floors, dust, polish furniture, and remove trash
- May perform operations activities including starting, rangering, cart maintenance, and practice area maintenance
- Perform other duties as assigned

Education and Experience Required

Additional Information: Must be 18 years of age or older at time of hire; valid driver's license

Hours: March 15 – November 15, 2020; Actual schedule of work is on an as-needed basis. Scheduled days and hours may vary and pause from time to time, or recur at regular intervals based on events and business operation needs. Scheduled days may include weekend and holidays, based on customer traffic and business needs.

Related Experience: One (1) year experience in customer service and retail environment, including familiarity with golf course operations; or equivalent combination of training and experience. Knowledge of customer service techniques; routine golf course operations; state and local laws and regulations; and the operation of computerized point-of-sale.

Special training or other license, certification, etc.: Possession of the Beverage Alcohol Sellers and Servers Education and Training (BASSET) Program certification within 30 days of employment; ability to obtain the Illinois Food Handler Training and Certification within 30 days of employment; CPR/1st Aid – will train if necessary

Skills In: Counting and handling cash; operating computers; dealing effectively with others; preparing basic financial reports; handling situations firmly, courteously, and tactfully;; expressing oneself clearly and concisely, verbally and in writing.

Onboarding/Training Requirements Criminal Background Check
Driver's License Check
National Sex Offender Registry Check
CPR/1st Aid Training

Working Environment and Physical Effort Required

Physical Demands (Indicate the amount of time spent performing the following activities.)

Activity	None	Under 30%	30% to 60%	Over 60%
Stand				X
Walk				X
Sit			X	
Use hands to finger, handle or feel			X	
Reach with hands and arms				X
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk or hear				X
Taste or smell		X		

Check the highest work level required to perform related to lifting or pulling/pushing

	Sedentary	Light	Medium	Heavy	Very Heavy
Maximums	10 lbs.	20 lbs.	50 lbs.	X 100 lbs.	Over 100 lbs.
Frequency	Small	10 lbs. X	25 lbs.	50 lbs.	Over 50 lbs.

Describe below the specific duties that require the physical demands checked above.

	Work is primarily sedentary in nature.
X	Other (describe)
Describe:	Ability to stand and walk for the length of the shift. Ability to bend and lift, or move 50 lbs. Ability to transport carts and walk between cart storage and staging areas. Ability to walk up and down stairs with items weighing 25 lbs. Event set-up and clean-up require moving large tables and stacks of chairs. Events may occur outdoors in all types of weather conditions.

Does the position require personal protective equipment (e.g. safety glasses, steel toe shoes, respirators, etc.)?

	Not Applicable
X	Other (describe)
Describe:	Slip resistant footwear for bar and kitchen areas. Hair pulled back/tucked when serving food and beverages.

Disclaimer: This description is not designed to contain a comprehensive listing of all activities, duties, or responsibilities required of the job.