



County of Calhoun
Job Description

Job Title: Golf Clerk
Department: 7600
Reports To: Public Works
FLSA Status: Non-Exempt
Prepared Date: 3/1/2019
Approved By: HR
Approved Date: 3/1/2019

Essential Duties and Responsibilities

The duties outlined below represent the majority of responsibilities required to execute this position. Other duties may be assigned related to this type of work as necessary.

- Take Tee times reservations.
- Check-in tee times and Collect fees.
- Answer phones, direct calls, and answer customer questions professionally.
- Sell products in the pro-shop.
- Sign out equipment when requested by members and customers.
- Create a professional friendly environment in the pro-shop.
- Work with Pro Shop Staff to ensure proper rotation of inventory and display.
- Assist other team member duties as deemed necessary. (Outside services)
- Assist with general office work as required.
- Maintain a clean, tidy, safe and organized work environment.
- Ensure that guest are greeted immediately and addressed by their name whenever possible, upon entering the pro shop.
- Ensure that our guests are assisted with all their needs while in the pro shop.
- Ensure that all inquiries and requests are met efficiently and professionally.
- Ensure that complaints are dealt with in a pleasant manner and recorded for your supervisors.
- Record and document any safety hazards or other important situations and report to your supervisor daily.
- Anticipate any problems or situations in the pro shop and take action before they become a problem.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

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

Six months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

Microsoft Office Proficient

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 frequently required to sit. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds.

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.

The noise level in the work environment is usually quiet.

This job description does not constitute an employment agreement between the County and the employee and is subject to change by the County as its needs and requirements of the job change.

Calhoun County is an Equal Opportunity Employer.