



TOWN OF WESTBOROUGH MASSACHUSETTS

Job Title: Golf Attendant	Reports To: Golf Manager
Department: Recreation	Job Code:
Location: Westborough Golf Course	Hours per week: 40
Revised:	FLSA Status: Non-Exempt

SUMMARY: Assists the Golf Manager with day-to-day operations by performing various customer-service functions including booking tee times, checking in golfers, assisting golfers with carts and equipment, selling merchandise, and cleaning and stocking the Golf Shop.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. 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.

Greets guests and provides prompt, courteous and friendly customer service. Checks guests in utilizing the Point of Sale (POS) system; collects fees, takes reservations and assigns tee times; informs players of course rules and regulation, maintains logs and assists golfers with carts and equipment.

Answers phones, responds to or directs customer inquiries. Provides general information to the public regarding fees, facility reservations, golf course regulations and procedures.

Collects and records cash and credit card transactions in accordance with established procedures.

Follows procedures for proper opening and closing of pro shop.

Accepts orders/shipments and stocks shelves/racks. Advises supervisor of receipt of items and inventory levels as needed.

Maintains records of daily play on golf course and maintains other data as directed; prepares reports for Golf Manager.

Maintains general order and cleanliness in the pro shop. Performs general housekeeping duties in the pro shop, locker and rest room facilities and cart barn.

Removes carts from storage area and stage for play; monitors cart usage to ensure carts are being properly used, are clean for all users and function properly. Charges carts as needed throughout the day. Instruct golfers in proper operation of the carts. Parks carts securely in cart barn at the end of the day.

Maintains a courteous professional relationship with all staff and patrons.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Education and/or Experience: Less than high school education; or up to one month related experience or training; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. **Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations: TIPS training. Must possess a valid driver's license.

Other Skills and Abilities: Ability to communicate effectively with the public. Ability to be thorough, dependable and show initiative.

Other Qualifications: Available to work early mornings, evenings, holidays or weekends as needed. Must be 18 years of age or older to operate golf carts and serve alcohol.

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 regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee is occasionally required to sit. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate to loud.

Prepared By: Jenn Kirkland, Recreation Director	Date: 2021
Recommended by Town Manager	Date:
Approved by Board of Selectmen	Date: