



JOB DESCRIPTION

Clubhouse Counter Attendant
Updated September 2022

JOB TITLE: Clubhouse Attendant

JOB TYPE: Part-Time, Seasonal

REPORTS TO: Golf Course Manager

STARTING RANGE: \$8.00-\$10.00/hr

Job Overview

The Clubhouse Counter Attendant is a part-time, non-exempt, seasonal position within the Osawatomie Golf Course. Primary responsibilities including the operation of a point-of-sale (POS) register, merchandise display, course customer transactions, and sale and preparation of snack bar food and beverages.

Essential Duties and Responsibilities

- Efficient and friendly customer service throughout the clubhouse
- Accurate POS maintenance and operation, including cash money and credit or debit transactions and end-of-shift till accounting
- Monitoring guest check-in prior to play
- Respond to inquiries and make tee-times, both in person and over the phone
- Maintain and organize inventory in storage and display areas
- Accurately perform open/close process for clubhouse and auxiliary facilities
- Basic preparation, storage, and cooking and/or grilling of items in the snack bar
- Provide outstanding customer service
- All other duties assigned

Section 1: Minimum Job Requirements

- Must be at least 18 years old
- Possess a high school diploma or GED
- Must possess a valid driver's license and be able to operate a golf cart
- Possess basic math skills, including money handling and counting change

Section 2: Additional Job Requirements

- Comfortable with computers, common office software, and Internet usage
- Ability to safely operate basic concession stand-style kitchen appliances, including a tabletop deep fryer, grill, microwave

Section 3: Preferred Qualifications

- Previous retail experience
- Previous food preparation experience

Section 4: Physical Requirements

This position requires regular handling of items weighing up to 50lbs and some combination of standing, sitting, crouching, stooping, or walking. Small stepstools or ladders may be required intermittently in inventory storage areas.

Section 5: Working Conditions

This position primarily works indoors in a casual retail and dining space. Some outdoors work is required, such as when driving and/or directing golf carts. While Osawatomie Golf Course is generally not open to the public during bad weather, including rain and snow, there may still be occasional need for staff to be on-site and working. This position should be prepared to perform duties in a variety of weather.

Section 6: Work Schedule

The Clubhouse Counter Attendant has a varying schedule depending on weather and course calendar. Osawatomie Golf Course is open year-round, including evenings and weekends, until sunset. This position is a part-time position, with no more than 1,000 hours in a calendar year.

Section 7: Personal Knowledge, Skills, and Abilities

The City of Osawatomie has identified the following employee core competencies that allow and encourage innovation, learning and improvement in both internal and external City services. These core competencies allow the City to accomplish the programs and strategic goals set by the organization in accordance with the organizational values. The core competencies are included in the performance assessment and review processes. Every successful employee is expected to demonstrate each of the following core competencies:

- *Personal Accountability*

Accepts responsibility and is accountable for his or her actions. Acts in ways that support honesty and upfront dealings with his or her work and maximizes the use and efficiency of time and resources. Completes tasks independently and in a timely manner. Meets attendance and punctuality guidelines.

- *Communication*

Clearly and concisely presents oneself both verbally and in writing assuring that others understand the intended message. Keeps appropriate people accurately informed and up-to-date of both positive and potentially negative information. Appropriately expresses one's own opinion. Refrains from immediate judgment and criticism of others' ideas. Delivers criticism in a way that demonstrates sensitivity to the feelings of others and waits for others to finish their intended message before responding. Writes concise correspondence when required. Understands of the importance of non-verbal communication and presents oneself in an appropriate manner.

- *Job Performance*

Maintains functional knowledge for position including experience, education, situations and systems. Follows City and Department policies and procedures regarding work performance as defined by the Department.

- *Initiative and Innovation*

Recognizes and pro-actively addresses opportunities to improve. Takes independent action within his/her scope of responsibility. Looks for opportunities to learn from others or on-the-job and applies new skills and knowledge to daily work. Applies and/or shares ideas about new trends, technology of data to improve organizational performance or customer service.

- *Leadership (Non-Supervisory)*

Willingly cooperates and works collaboratively toward solutions that best benefit all involved; works cooperatively with others to accomplish City and department goals. Willing to take a pro-active stance and/or leadership role. Puts goals of the City and/or department ahead of personal agenda, and supports and acts in accordance with City or departmental decisions even when such decisions may not entirely reflect personal position. Works to understand decisions, the reasons behind decisions, and is able to communicate them. Solicits the input of others who are affected by plans or action and gives credit and recognition to others who have contributed. Is able to provide guidance of direction through informal leadership, moving towards shared goals and objectives.

Section 8: Benefits Available

This position is not eligible for benefits through the City of Osawatomie.

Section 9: Other Information and Disclaimer

Department	Golf Course
Division	---
Type	Part-Time, Seasonal
Pay Rate Type	Hourly
Weeks Per Year	Varies
Hours Per Week	Varies, <1000 per Year
KPERS Eligible	No
CDL Required	No
Random Drug Screen	Yes

Clothing Allowance	No
Drug Test Requirement	Yes
Physical Requirement	Yes
Background Check	No

The included statements are intended to describe the general nature and level of the work performed by employees assigned to this position. It is not designed to contain or be interpreted as a complete or exhaustive list of duties, responsibilities, or qualifications. The City of Osawatomie reserves the right to amend and change responsibilities of job descriptions to meet business and organizational needs as necessary. The job description is not a contract or guarantee of employment.