



Job Description

SECTION 1: JOB DESCRIPTION

Job Title:	Golf Operations Staff
Department:	Golf Course
Reports to (Title):	General Manager
Date completed:	09/24/2019
Name of person completing this form:	Shane Hart
Title of person completing this form:	General Manager

JOB SUMMARY

In three to five sentences, please briefly describe the job's primary purpose to the department.

The Golf Operations Staff are in charge of enhancing a customer's experience from the time the customer arrives until they leave our property. This staff person will assist our customers with checking them in, taking food & beverage orders, selling merchandise, and answering general questions.

ESSENTIAL JOB RESPONSIBILITIES

List the job's most important responsibilities. There are probably no more than six of these. Also indicate the approximate percent of time spent on each job function. (Note: Do not record how the job responsibilities are carried out.)

#	Responsibility	% of Time
(1)	Administrative (answering phones, taking tee times)	30
(2)	Operatoinal tasks (counting money, inventory, customer safety)	20
(3)	Golf Preperation (Golf Carts, player amenaties, golf bags)	20
(4)	Food & Beverage Sales	30

GENERAL RESPONSIBILITIES

#	Responsibility
(1)	Maintain regular attendance in accordance with department policy.
(2)	Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources.
(3)	Understand and comply with the policies of the College Staff Handbook.
(4)	Demonstrate commitment to customer service. Establish effective relationships with internal and external

#	Responsibility
	customers and respond to their needs.
(5)	Perform duties as a team member in a manner supportive of department and College procedures, policies and goals.
(6)	Protect confidentiality of College information.
(7)	Provide leadership to others through example and sharing of knowledge/skill.
(8)	Communicate with others in a courteous and helpful manner.
(9)	Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Does this job have supervisory responsibilities? **Yes** **No**

If **no**, proceed to the next section (supervision received).

If **yes**, then check all that are supervised by this position.

1: Student Staff

Approximately how many students? 10

Approximately how many total hours of student staff?

Check one of the following:

Leadership:

1: Provide limited supervision to others through motivation, direction, review and feedback of assigned tasks.

SUPERVISION RECEIVED

Select the level of supervision that this position receives from their supervisor.

2: General supervision: routine duties are performed with minimal supervision; standard practices or procedures allow me to proceed alone at routine work; occasional check of work while in progress; work is reviewed upon completion.

EDUCATION

Select the level of education needed to successfully accomplish the essential duties of this job.

2: High school diploma or general education degree (GED)

If a specific degree is necessary, please list it below. (i.e. B.A. in Accounting)

EXPERIENCE

Select the level of experience needed to successfully start the position and accomplish the essential duties of this job.

1: Less than six months

COMPUTER OPERATIONS

Please check one of the following:

3: Intermediate personal computer skills, including electronic mail, routine database activity, word processing, spreadsheet, graphics, etc.

CERTIFICATES, LICENSES, REGISTRATIONS

List the licenses, certificates, or registrations that are required to perform the essential duties of this job.

I-PACT Certification, PCI Compliance Completion

TRAVEL

Please check one of the following:

1: No travel required.

ADDITIONAL INFORMATION OR QUALIFICATIONS

Include any other information that will aid in the preparation of an accurate description of this job.

SECTION 2: ESSENTIAL FUNCTION ANALYSIS

Accurate identification of essential and marginal functions and the time required is important for making a variety of personnel decisions, including recruitment, hiring, performance evaluation, discipline, training and accommodation. The analysis explains the components of the job by identifying who, what, why, how much, and when.

MENTAL/COGNITIVE REQUIREMENTS

How much on-the-job time is spent in the following mental/cognitive activities? Show the amount of time by checking the appropriate boxes below.

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Analyzing information or data	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective communication skills (written and verbal)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Composing & comprehending communication materials (written and verbal)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Establishing effective interpersonal relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Adjusting to changes (work load, environment, department structure, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using logic to define problems, collect information, establish facts, draw valid conclusions, etc.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making decisions of moderate to substantial consequence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing mathematical calculations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Editing reports or technical materials	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning and organizing (work load, schedules, events, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handle stressful, emotional and/or frustrating situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Working with numerous distractions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working under a time pressure and within timelines/deadlines	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinating work with others	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handling multiple assignments and priorities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completing work in an accurate manner	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating - maintaining attention to details and tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Memory functions (remembering names, details and procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PHYSICAL REQUIREMENTS

How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to walk up or down stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Taste or smell	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Does this job require that weight be lifted or force be exerted? If so, how much and how often?

Check the appropriate boxes below.

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds (with an assisted device)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds (with an assisted device)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please check one of the following:

- 3: Moderate physical activity performing somewhat strenuous daily activities.

Does this job have any vision requirements? Check all that apply.

- No vision Requirements
- Close vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

WORK ENVIRONMENT

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high, precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air Contamination (i.e., dust, fume, smoke, toxic conditions, disagreeable odors)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration (i.e. operating jackhammer, impact wrench)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confined Spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please check one or more of the following locations where this job would work:

- 1: Well-lighted, heated and/or air-conditioned indoor setting with adequate ventilation.
- 2: Outdoors exposed to changing weather conditions (for instance, rain, sun, snow, wind, etc.)

How much noise is typical for the work environment of this job? Check the appropriate level below.

- Moderate noise (examples: business office with computers and printers, light traffic)

ADDITIONAL INFORMATION

Include any other physical, mental or environmental information that will aid in the preparation of an accurate description of this job.