

**GOLF CLUBHOUSE CLERK****DEFINITION:**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

Under general supervision of the Chief Executive Officer, performs a wide variety of general and specialized customer service, light maintenance, and clerical support associated with Napa County Fair Association activities; receives and directs telephone calls and visitors; assists vendors and the general public, and provides information related to Mount St. Helena Golf Course; and performs other work as required.

This is a part-time position without benefits. Normal hours of operation are Sunday through Saturday from 7:00 am to 8:00 pm. Shifts are subject to change to meet operational needs during seasonality. Adherence to the dress code is required.

**CLASS CHARACTERISTICS:**

Positions allocated to this class report to the Chief Executive Officer for policy and direction, but independently perform the necessary assignments. This is a journey level class that requires the incumbent to perform a wide variety of customer service, hospitality, sales, clerical support activities, light maintenance, and assistance with the operations of Mount St. Helena Golf Course programs.

**EXAMPLES OF DUTIES:**

The Golf Clubhouse Clerk is responsible for greeting customers as they sign in to play golf, assists in the opening or closing duties, provides outstanding customer service to all players and manages a clean, accurate tee sheet and customer profile. This position collects green fees, seasonal fees, and is responsible for the cleanliness, stocking, and security of the Clubhouse.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Answer telephone in a professional manner
- Greet and direct all visitors in a pleasant and courteous manner
- Register new players; update existing players in database
- Inform players of course conditions (cart path only, reason for brown patches, upcoming events, etc.)
- Operate tee sheet reservation and point of sale system
- Readies club cars for rental to customers
- Maintains a constant presence in the Clubhouse
  - Empties trash throughout, dusts, cleans, ensures all surfaces and displays are clean and attractive daily
  - Stock inventory as necessary; submit inventory re-stock orders, changes, and suggestions to supervisor
- Service restrooms to maintain their cleanliness and stock as necessary
- Collect insurance and submit to office for verification for private golf cart usage
- Assist in directing all play on course
- Effectively communicate and coordinate information between all areas of the golf operation
- Uphold management and association policies
- Immediately notify supervisor if a customer is unhappy, if there is a problem on the course, and/or if an incident or injury has occurred

## MINIMUM QUALIFICATIONS:

General Knowledge of: the game of golf; standard office procedures, methods, and equipment including computers; basic computer applications such as word processing and spreadsheets; principles and procedures of record keeping and filing; methods and techniques of proper phone etiquette; customer service techniques, practices, and principles; English usage, spelling, grammar, and punctuation; basic mathematical principles, ability to make change.

Ability to: perform varied customer service, retail, and maintenance support duties and tasks; type and enter data at a speed necessary for successful job performance; learn the operations of the facilities, services, and activities of the assigned areas of responsibility; work independently on a variety of assignments; establish and maintain cooperative working relationships at all levels of the organization and with the public; project consequences of decisions and make appropriate recommendations in assigned area of responsibility; accurately count, record, and balance assigned transactions; operate office equipment including computers and supporting word processing and spreadsheet applications and point of sale systems; adapt to changing technologies and learn functionality of new equipment and systems; plan and organize work to meet changing priorities and deadlines. Have a positive demeanor, easy-going sense of humor.

## EDUCATION AND EXPERIENCE:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

### Education/Training:

Equivalent to the completion of the twelfth grade; bilingual (Spanish) is highly desirable; customer service experience in the hospitality industry in highly desirable.

### Experience:

Two years of responsible customer service experience involving a high level of public contact.

## PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The conditions herein 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 job functions.

### Environment:

Standard retail setting; some maintenance work on Fairgrounds in hot or cold temperatures.

### Physical:

Ability to bend, climb, squat, walk, twist and carry objects weighing up to 25 pounds; drive vehicles; sit for extended periods of time; normal manual dexterity and corrected hearing and vision to normal range; verbal communication required. Primary functions require sufficient physical ability to work in an office setting and operate office equipment, includes walking to various Fair facilities

### Vision:

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

### Hearing:

Hear in the normal audio range with or without correction.

License or Certificates: Possession of a valid California state driver's license and proof of adequate vehicle insurance is required.