

# CITY OF HAMILTON

**LAST REVISION – DECEMBER 17, 2019**

**HEALTHY & SAFE COMMUNITIES DEPARTMENT**

**(RECREATION DIVISION – SPORT SERVICES - LOCATION – KING’S FOREST & CHEDOKE GOLF COURSES**

## **GOLF SHOP ATTENDANT**

The Healthy & Safe Communities Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable, and fulfilling career. The successful candidate will demonstrate an ability to provide excellent client service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction.

## **SUMMARY OF DUTIES**

Reporting to the Supervisor, Golf Operations, responsible for delivering outstanding customer service and handling the day to day co-ordination of golf course patrons and retail sales of golf related products. Ability to maintain and control detailed golf related records as necessary.

## **GENERAL DUTIES**

Golf Shop sales.

Promotion of the Golf Club.

Golf Shop cleanliness.

Conduct yourself at all times in a professional, business like manner.

Enthusiastically promote golf wherever possible.

Understand and carry out the Golf Shop and City of Hamilton’s policies and procedures and the rules and regulations governing the use of the club.

Administer the Golf Shop counter area and the running of the first tee in a responsible manner.

Perform other duties as assigned which are directly related to the responsibilities of the position.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

## **DETAILED RESPONSIBILITIES**

Responsible and accountable for inventory and product in the golf shop.

### **First Tee Operations**

1. Understand and be a reference for all tee times.
2. Schedule golf cart bookings and provide information on golf packages.
3. Bill and maintain detailed records of all golf bookings.
4. Ensure all members and guests are given appropriate information regarding Golf Club rules and regulations as well as upcoming events.

5. Maintain the golf shop counter area keeping it clean and presentable at all times.
6. Liaise with other department personnel.

**Other Duties**

1. Make golfers welcome and help them enjoy themselves while at the golf course.
2. Develop and participate in product knowledge seminars.
3. Assist in monthly inventory counts.

**QUALIFICATIONS**

1. Previous golf experience related to duties listed above.
2. Demonstrated experience assisting with golf programs.
3. Good interpersonal and communication skills.
4. High degree of customer service skills and self-motivation.
5. Demonstrated ability to deal with customer requests for service and respond promptly to customer needs.
6. Must be a results-oriented individual with a commitment to customer service and team-building.
7. Experience in the use of computers. Working knowledge of Word, Excel, retail point of sale software and database software at a basic level.
8. Demonstrated ability in cash handling and reconciliation.
9. Demonstrated ability to maintain files and records.
10. Must possess and maintain a valid Class "G" Driver's Licence.
11. Membership with the Canadian Professional Golfer's Association would be considered an asset.
12. High Five Training would be an asset.
13. First Aid Certification would be an asset.

**SALARY:**

**NOTE 1:**

As a condition of employment, the successful applicant(s) will be required to obtain, satisfactory to the City of Hamilton, a Criminal Record & Judicial Matters Check, at their own expense, prior to beginning work in this position.

**NOTE 2:**

These are seasonal positions for the duration of the golf season, approximately eight to nine months.

**NOTE 3:**

These positions are required to work various shifts including early morning, late evening, weekday and weekend shifts. Applicants must be available for all of these shifts.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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