



**POSITION DESCRIPTION
CLUBHOUSE ATTENDANT**

PURPOSE, SCOPE AND WORKING RELATIONSHIPS: Under the direction of the Clubhouse Supervisor, the Clubhouse Attendant performs a variety of tasks at the Golf Course including, meeting and greeting all guests, serving beverages and food, operating a cash register, general cleaning, taking reservations, and scheduling tee times. This position is a seasonal position and is normally employed for six months between April and September.

Reports to: Clubhouse Supervisor

Supervision: None

FLSA Status: Non-Exempt

DUTIES AND RESPONSIBILITIES:

- Ensure all guests and employees receive an excellent experience and are treated in a courteous and friendly manner.
- Safely and efficiently assists in the operations of the clubhouse, which includes the pro shop area, bar, beverage cart, and kitchen areas, under the direction of the Clubhouse Supervisor
- Interacts with guests by taking and serving orders, including food, snacks and drinks.
- Prepares simple menu items, [i.e. hot dogs, pizzas and cold sandwiches], in the absence of the Cook.
- Complies with all food and beverage regulations.
- Handles retail transactions including operating the cash register and credit card machines.
- Count cash draw, change bag, and pull tabs. Ensure moneys balance. Report discrepancies or imbalances to the Clubhouse Supervisor and/or Golf Course Manager.
- Perform open/close duties related to pull tabs; weigh boxes, count money, and properly complete pull tab report.
- Cleans, buses and prepares tables, silverware, etc., as well as washing dishes.
- Answers the telephone in a timely manner.
- Assists guests with booking venue requests and provides necessary banquet information, including but not limited to pricing, capacity, food options and alcohol requirements.
- Schedules tee-times and golf cart reservations.
- Rotate and re-stock pop cooler, candy racks, and beer coolers.
- Assists in opening and/or closing the clubhouse and ensure all duties and procedures are completed.
- Prepare beverage orders and verify identification; confirm guests meet legal drinking age when they appear to be under the age of 35.
- Performs interior and exterior cleaning duties in and around the clubhouse including the following tasks:
 - Sweeping, mopping and vacuuming rugs and floors, sidewalks and decks;
 - Emptying wastebaskets and garbage cans;
 - Cleans, disinfects and maintains restrooms.
- As needed, assists with rotating golf carts, putting away carts, and washing golf carts and ensuring carts are charged.
- As needed, picks up range balls, washes and separates golf balls, and cleans range ball area.

- Follows all established safety procedures and precautions including reporting all incidents or accidents immediately; equipment malfunctions or breakdowns; unsafe or hazardous conditions; and assures that work or assignment areas are clean and equipment are properly cleaned and stored before leaving on breaks, end of workday, etc.
- Performs other duties as assigned.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to provide excellent customer service skill.
- Knowledge of City policies, procedures, programs, rules and regulations.
- Knowledge of modern office methods, procedures and equipment.
- Ability to be mobile in a variety of work environments including climbing steps, ramps and ladders; entry on confined spaces; possess sufficient physical strength and ability to perform lifting and moving materials and equipment; to reach overhead and bend down to complete tasks needed.
- Ability to read, write, speak and understanding English effectively.
- Ability to operate a cash register and credit card machine; and give change correctly and accurately.
- Ability to keep the clubhouse, pro shop area and bar organized, stocked and clean.
- Ability to communicate effectively, both orally and in writing.
- Ability to make independent decisions.
- Ability to assess and prioritize multiple projects and work within deadlines to complete projects and assignments.
- Ability to establish and maintain effective working relationships with superiors, subordinate staff, City Council, other external agencies, and the general public.
- Ability to follow verbal and written instructions.

MINIMUM REQUIREMENTS:

- High School Diploma or equivalent.
- Must be 18 years old or older.
- Must be able to occasionally lift 50 pounds.
- Must be able to work rotating shifts including evenings, weekends, and holidays.
- Attend Responsible Beverage Serving training provided by the employer.