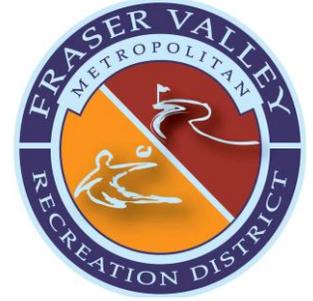


Fraser Valley Metropolitan Recreation District
Pole Creek Golf Club
P.O. Box 3348 Winter Park, CO 80482
970-887-9195



POSITION TITLE: Pro Shop Guest Services
CLASS: Part-Time Seasonal
PAY TYPE: Non Exempt
PAY RANGE: \$11.25 - \$17.00 per hour
SUPERVISOR: Clubhouse Manager, Pro Shop Guest Services Coordinator

GENERAL STATEMENT OF DUTIES: Responsible for providing a courteous, professional and exceptional golf experience to all guests.

ESSENTIAL JOB FUNCTIONS: The following examples are meant to be illustrative only and are not intended to be all inclusive. The FVMRD reserves the right to modify or change duties or essential functions of this job at any time.

- Opening (60 minutes prior to the first scheduled tee time) and closing duties related to the golf shop and the clubhouse.
- Operate the POS system to set up tee time reservations and take payment for tee times and other related golf shop sales.
- Work closely with the Clubhouse Manager, Superintendent and Outdoor Guest Services staff to help coordinate the flow of the golf course.
- Communicate with starter and marshals regarding new bookings or reservation needs.
- Clean and organize the golf shop and work station, and tag merchandise.
- Promptly and politely answer telephone calls, book tee times, input resident ID cards and season passes.
- Knowledge of all local and retail rates, coupons, and lodge bookings.
- Interact with the all guests in a professional and friendly manner.
- Perform other related duties and assignments as needed or required.

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS:

- Excellent customer service and communication skills.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to understand and operate computerized POS programs.
- Ability to count money, make change, and work with credit cards.
- Knowledge of the golf course layout and rotation of a 27-hole golf course.
- Participation knowledge of the game of golf.

EDUCATION, TRAINING, AND EXPERIENCE:

- Must possess, or be able to obtain, CPR, First-Aid, AED certifications.
- Some positions may require a valid driver's license.

The FVMRD and Pole Creek Golf Club are customer service oriented and committed to hiring individuals who respond effectively and efficiently to citizen needs and concerns.

EQUAL OPPORTUNITY EMPLOYER