

Fraser Valley Metropolitan Recreation District  
P.O. Box 3348 Winter Park, CO 80482  
970-726-8968



**POSITION TITLE:** Guest Services Attendant – Pro Shop  
**CLASS:** Part-Time Seasonal  
**PAY TYPE:** Non-Exempt  
**PAY GRADE:** 30  
**PAY RANGE:** \$17.00 - \$23.00 per hour  
**SUPERVISOR:** Clubhouse Manager

#### **WHY WORK FOR THE FRASER VALLEY METROPOLITAN RECREATION DISTRICT?**

The Fraser Valley is situated in a high mountain park and surrounded by the Arapaho National Forest and several wilderness areas. Home to Winter Park Resort, a world-renowned ski resort, the Fraser Valley offers a variety of winter activities and our idyllic summer climate is a haven for outdoor enthusiasts. The FVMRD has established an outstanding reputation for quality recreation and excellent customer service, creating amazing experiences for our residents and guests every day. We invite you to join our team!

**GENERAL STATEMENT OF DUTIES:** Provide 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. FVMRD reserves the right to modify the 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.
- 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 starters 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, and input resident ID cards and season passes.
- Knowledge of all local and retail rates, coupons, and lodge bookings.
- Interact with all guests in a professional and friendly manner.
- Perform other related duties and assignments as needed or required.

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Excellent customer service and communication skills.
- 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.
- Participating knowledge of the game of golf.
- Ability to read and interpret written documents and manuals.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain an effective working relationship with staff members, patrons, and the general public.
- Ability to work evenings, weekends, and holidays as necessary.

#### **EDUCATION, TRAINING, AND EXPERIENCE:**

- High School diploma or GED equivalent.
- Must possess, or be able to obtain, CPR, First-Aid, AED certifications (training provided).

**Work Environment:** Work is performed indoors in a golf pro shop setting and may include periods of high activity. The noise level ranges from quiet to moderately loud.

**Physical Requirements:** While performing the duties of this position the employee is required to walk, stand, sit, talk, hear, and see. Moderate to heavy lifting and carrying of 10 pounds or greater is required.

**The FVMRD is customer service oriented and committed to hiring individuals who respond effectively and efficiently to citizen needs and concerns.**

## **EQUAL OPPORTUNITY EMPLOYER**

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**Employee Name**

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**Employee Signature**

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**Date**