

Citrus College

Position Description

Position: Golf Range Shop Assistant	Position Number:
Department:	FSLA: Non-exempt
Reports to:	Salary Range: 24

Summary

Supports Golf Range operations by assisting customers with rental and purchases of balls, equipment and food items, operating a cash register to perform transactions, and displaying merchandise to preserve quality and enhance sales.

Distinguishing Career Features

The Golf Range Shop Assistant provides clerical support and retail sales service to customers. Advancement to this position requires the ability to assess customer needs and buying preferences, display merchandise, and complete customer transactions.

Essential Duties and Responsibilities

- Operates cash register and assists customers with renting and purchasing items from the Golf Shop. Verifies checks and processes credit card purchases.
- Receives merchandise and places into stock, golf equipment, merchandise, and food items designated for resale.
- Monitors stock levels and restocks shelves with books and supplies when needed.
- Recommends merchandise based on feedback from customers. May contact established vendors for fulfilling inventory levels.
- Participates in beautification and general maintenance of store and tee areas, sweeping, vacuuming, dusting and re-arranging stock as needed to ensure merchandise is properly presented.
- Collects range balls and baskets from tee areas and fairways. Cleans range balls and replenishes stock available for rental.
- May provide orientation and training to student workers.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires a basic knowledge of the sport-oriented operations, policies, and procedures. Requires well-developed cashiering and computer data entry skills. Requires basic knowledge of golf equipment offered for resale. Requires operational knowledge of general retail office equipment. Requires sufficient arithmetic skills to add, subtract, divide, and calculate percentages. Requires a basic understanding of stock replenishing and buying. Requires a basic knowledge of merchandising techniques, including point-of-sale, that enhance customer purchases. Requires sufficient human relations skills to engage customers to purchase merchandise and convey technical information.

- **Abilities**

Requires the ability to perform all of the duties of the position efficiently and effectively, with minimal supervision. Must be able to operate golf ball retrieving and cleaning equipment and retail office machines including software programs designed for retail support and transactions. Requires the ability to work closely with other staff to accomplish the overall objectives of the store. Must be able to assume tasks of other staff members in their absence or at periods requiring assistance. Must be able to perform arithmetic calculations rapidly. Requires the ability to work varying schedules.

- **Physical Abilities**

Requires sufficient ambulatory ability to stand, lift, and place light-to-medium weight items (under 50 pounds) onto shelves or displays on a continuous basis. Requires sufficient hand-eye coordination to use a small vehicle with special hand controls and computer keyboard and/or 10-key adder at an advanced rate. Requires sufficient visual acuity to recognize people, numbers, and words. Requires auditory ability to carry on conversations in person.

- **Education and Experience**

The position requires a High School diploma or equivalent and one year of experience in retail customer service, preferably in a sports or recreation environment.

- **Licenses and Certificates**

Requires a valid driver's license.

- **Working Conditions**

Work is performed indoors and outdoors where some safety considerations exist from physical labor and moving objects.