Job Description

Job Title:	Golf Lead Cashier	Classification:	Unclassified
Department:	Parks and Recreation	Grade:	620
Status:	Seasonal	FLSA:	Non-Exempt

Primary Purpose

Under general supervision; supervises cashiers and outside services attendants and processes customer transactions relating to the clubhouse operation; provides customer service assistance as needed for clubhouse operations.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Collects green fees, cart rentals, and payments for golf related items sold in the clubhouse.
2. Cleans golf clubhouse facility on the inside and outside; provides golf cart care including cleaning, minor repairs, staging and moving of carts to and from storage.
3. Supervises and trains cashiers and outside services attendants, as needed.
4. Provides on-course duties regarding slow play, cart path only restrictions; provides support for tournaments and events.
5. Plans and provides set up and clean-up for tournaments and league events, as required.
6. Contributes effectively to the Parks Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.
7. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback to the employee.
8. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.

Other Duties

- Provides assistance for junior programs and clinics as requested.
- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Qualifications

Knowledge of: Cash handling procedures; handling conflict with customers and personnel; City and Department policies and procedures; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with other staff; providing positive customer service to the public; effectively resolving concerns or complaints; handling cash or credit transactions; Microsoft Office Suite.

Education: High school diploma or GED is preferred, however current students are encouraged to apply.

Experience: One year of full-time customer service and cash handling work experience.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin. Must be able to work flexible hours including evenings, weekends, and holidays. Must be a minimum of 21 years of age.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	