

Position Description



Position Title:	Customer Service Assistant - Gordon Pro Shop
Position Number:	CP0009
Purpose of Position	To improve the reputation and customer satisfaction by providing pro-shop services including helping the golfing public and members with any enquiry in a friendly, professional and engaging manner.
Grade of Position:	Band 2 Responsible for completion of regularly occurring tasks with general guidance on a daily basis.
Hours of Work:	Casual hours of work-as required -- between 6am and 7pm over seven days a week.
Department:	Operations
Section:	Technical Services
Position Reports to:	Pro-Shop Supervisor
Number Supervised:	Nil
Approved by:	Director or Operations Date: October 2022

CONTACTS

Key Contacts Within Department

- Coordinator Parks & Recreational Assets
- Pro-Shop Team Leader
- Manager Technical Services

Key Contacts in Other Departments

- Supervisor – Golf Courses

Key Contacts Outside Council

- Gordon Golf Professional
- General Manager/ staff of Gordon Golf Club
- Suppliers of Pro Shop
- Members of Gordon Golf Club
- Members of the Public

Budget Allocation: N/A

EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name:

Signature:.....

Date:

GENERIC OUTPUTS OF POSITION

- **Comply with WHS Legislation, Policies and Procedures**
 - Maintain a high standard of housekeeping and a safe work area
 - Identify and report all hazards for your area
 - Wear required Personal Protective Equipment (PPE)
 - Participate in the development and review of Risk Assessments
 - Adhere to control measures and safe systems of work
 - Report all Incidents and Near Misses
 - Meet reporting timeframes
 - Comply with the Return to Work Program
- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**
 - Act to prevent workplace harassment, discrimination and bullying
 - Report known incidents of workplace harassment, discrimination and bullying
- **Comply with Council's Code of Conduct and Values**
 - Comply with Council's Statement of Business Ethics
 - Behave ethically and transparently
 - Contribute towards the achievement of Council's strategic plans
 - Lead by example
 - Support sustainable programs and activities
 - Learn and comply with Council's strategies, policies and procedures
 - Act with care for the local environment and community
 - Take responsibility for your actions
 - Care for Council's people, assets and finances
 - Use and maintain Council's corporate systems
- **Comply with Document Storage Legislation and Procedures**
 - Store and maintain corporate records in Council's electronic document records management system in accordance with relevant standards, procedures and the State Records Act
- **Perform as a Team Member**
 - Productively contribute to the outcomes of work teams
 - Work cooperatively with team members and supervisor
 - Maintain an attendance record that contributes positively to team productivity
 - Carry out allocated tasks to standards required
 - Use good judgement and problem solving skills
 - Obey all lawful instructions
 - Attend and positively contribute to team meetings
 - Work cooperatively to achieve Work Plan timeframes and measures
 - Regularly review with supervisor own performance against required outcomes
 - Complete an annual performance assessment and Work Plan
- **Complete required learning and development programs**
 - Learn and share knowledge
 - Complete induction/re-induction program
 - Complete job-specific training programs
 - Complete relevant legislative-based training
 - Apply learning, knowledge and skills to enhance team performance
- **Comply with Council's Customer Service Policy and Standards**
 - Be accessible and provide customers with clear and accurate information
 - Deliver timely, punctual and reliable service to customers
 - Communicate with customers in a professional and courteous manner
 - Maintain a good flow of communication with customers
 - Manage customer enquiries, records and complaints
 - Complete all paperwork and on-line recording within required time limits
 - Maintain a high standard of personal grooming and hygiene
- **Maintain Workplace Security**
 - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash

Position Description



ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

1. Required Qualifications/Certificates

- High School Certificate or Administrative Assistant

2. Required Experience

- Retail Sales experience
- An understanding of the game of Golf

3. Required Skills

- Excellent customer service in a fast paced environment;
- Ability to use a computer booking system.
- Ability to work in a diverse team environment.
- Retail sales and cash handling skills.
- Ability to speak clearly, listen carefully, and use personal judgement and knowledge to give information to people

OPERATIONAL OUTPUTS OF PERSON IN POSITION

- Opens and closes the pro shop, including setting the alarm system, Providing quality service to members and guests,
- Determines order of play and calls players to the first tee making sure to stay on time when required.
- Answering the phone and booking tee times on the computer booking system,
- Informing customers about services and facilities available.
- Maintaining a clean golf shop,
- Recording phone messages for pro shop and office staff,
- Receiving materials for the golf course,
- Displaying merchandise in an attractive manner,
- Helping to sell merchandise,
- Operating the computerised point of sale system,
- Organising hire equipment for players,
- Organising Golf Carts for players
- Organising the Club Member Competitions and Social Golf,
- Assisting with marketing programs and customer relationship management,
- Closing the daily sales,
- Other duties that arise or as may be assigned by management.
- Maintaining a safe work environment and safety precautions sufficient to be able to establish a safe work environment for self and others.