

Pro Shop Attendant

POSITION TITLE: Pro Shop Attendant

STATUS: Part time, Non-exempt

DEPARTMENT: Pro Shop, Golf

SCHEDULE: Varies

LOCATION: City Heights

SALARY: \$15-16

SUPERVISOR: Head Golf Professional

CLOSING DATE & TIME: Open until filled

Founded by former AFL/NFL player Ernest H. Wright, Sr. and incorporated as a 501(c)(3) public charity in 1994, Pro Kids, First Tee - San Diego, is a leader in providing underserved youth in San Diego County opportunities through positive, life-changing experiences. Pro Kids challenges youth to excel in life by promoting character development, life skills, and values through education and the game of golf. Pro Kids, First Tee - San Diego has two primary program campuses in City Heights & Oceanside.

Pro Kids, First Tee - San Diego is a committed community of excellence through our shared values of:

- Perpetual Growth
- Integrity
- Building Community
- Good Stewardship
- Compassionate Communication
- Embracing Challenge

Position Summary: Under the direction of the Head Golf Professional and the Director of Golf, the Pro Shop Attendant will provide excellent service to members and participants in tee time coordination, tournament operations, rules and policies, pace of play, accurate daily play totals, answering public inquiries and other duties needed by the Golf Professionals.

Key Duties and Responsibilities

- Provide excellent customer service to members and the public
- Responsible and accurate management of financial and facility resources
- Input of information and transactions through Pro Kids database
- Answering calls and providing information for members and participants
- Support overall Pro Kids activities, events and programs as needed
- Comply with systems for documentation, record keeping and general housekeeping of facilities
- Understand and be able to articulate the mission of Pro Kids and The First Tee Life Skills Education as outlined in The First Tee guidelines
- Communicate in a positive and effective manner with all participants, school officials, parents, community members and co-workers
- Act as role model, always complying with policies and procedures including professional appearance and demeanor
- Follow emergency procedures appropriately to ensure the safety of the participants and staff
- Attend and engage in all required meetings and trainings
- Create a positive and safe environment for personal and social growth
- Assist in other appropriate ways or as assigned

Education, Knowledge, Skills and Abilities

- High school diploma or equivalent
- Must be at least 18 years of age
- Knowledgeable of the game of golf including game rules, etiquette and equipment
- Strong interpersonal and communication skills
- Ability to work in a fast paced, multitasked environment
- Attention to detail with data entry and recordkeeping
- Exhibit proficiency in basic computer skills, including e-mail and word processing.
- Experience working with a diverse community
- Ability to relate to children and adults in a professional manner
- Charismatic, personable, and motivating in working with youth
- Exhibit proficiency in basic computer skills, including e-mail and word processing
- Highly dependable and ability to work well with others
- Must have a willingness to fulfill the job responsibilities in accordance to the Pro Kids' mission
- Visual and auditory ability to respond to critical incidents and the physical ability to act in an emergency scenario
- Customer Service experience highly desirable
- Bilingual (English/Spanish) highly desirable
- Experience with or participation in the Pro Kids, First Tee - San Diego is highly desirable

Physical Requirements and Work Environment: Position may require standing, walking, and sitting. Position involves use of a keyboard involving repetitive motions with fingers, and the use of telephone and face-to-face communication that require accurate perception of speech as well as speaking and hearing. Position also requires close vision, distance vision, and the ability to adjust focus. Activities regularly take place in office/classroom setting but may occur outdoors on golf course, field, or other irregular locations for field trips and workshops. Reasonable accommodations may be made to enable individuals with different abilities to perform the essential functions.

Qualification and Training Requirements (within 30 days of employment)

- Completion of Child Abuse Prevention training
- CPR, First Aid; AED Certification

Prior to reporting to work

- Clear background check

Pro Kids provides equal employment opportunities to all employees and applicants without regard to race, color, religion, national origin, ancestry, gender, sex, gender identity or expression, age, medical condition, sexual orientation, marital status, citizenship, pregnancy, physical or mental disability, genetic information, veteran status, military status, caregiver status or any other characteristic protected by federal, state, or local laws.