



Pro Kids, First Tee - San Diego
Pro Shop Attendant

POSITION TITLE: Pro Shop Attendant
DEPARTMENT: Pro Shop, Golf
LOCATION: City Heights
SUPERVISOR: Golf Operations Manager

STATUS: Part-time, Non-exempt
SCHEDULE: Varies, availability Wed-Sun preferred
SALARY: \$17-20
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 is a committed community of excellence through our shared values of:

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

Pro Kids, First Tee - San Diego has two primary program campuses in City Heights & Oceanside.

Position Summary: Under the direction of the Golf Operations Manager and the Pro Shop Manager, the Pro Shop Attendant will provide excellent service to members, participants, and patrons with tee time coordination, golf course rules and policies, pace of play, answering inquiries regarding the golf course and the Pro Kids program, operating the point-of-sale system for food, beverage, and merchandise purchases, as well other duties supporting 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 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 youth 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 with the Pro Kids' mission.
- Visual and auditory ability to respond to critical incidents and the physical ability to act in an emergency.
- 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 via Safesport
- CPR, First Aid; AED Certification

Prior to reporting to work

- Clear background check via Safesport

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.

Interested applicants submit a resume to Daniel Yang
dyang@prokidsonline.org