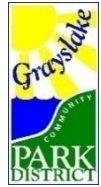


Grayslake Park District
240 Commerce Drive
Grayslake, IL 60030
(847) 223-7529
www.glpd.com



Grayslake Community Park District

Golf Course Cashier

FLSA Classification: Non-Exempt

Job Description:

SUMMARY

Under the direction of the Golf Manager, the Cashier is responsible for the daily check-in, collecting of payments for green fees, carts, rental clubs, merchandise and food / beverage sales. Answering phones, customer communication, taking of reservations, preparing and serving of food and beverages in club house and maintaining a clean kitchen and clubhouse area. In addition, the Golf Course Cashier is responsible for assisting with tournaments, leagues and events when needed, promoting and selling of events, leagues and tournaments and providing other professional services to ensure an exceptional golf experience. The Golf Cashier is responsible for performing the essential functions as outlined in this job description.

QUALIFICATIONS

A high school diploma and some customer service experience, preferably in a golf course setting. Must have a basic knowledge of the game of golf. Must be at least 21 years of age and obtain the Beverage Alcohol Sellers and Servers Education and Training (Basset) certification through the Illinois Liquor Control Commission. Must have general computer skills and be able to present his /herself professionally when working with staff and community. Individuals in this position must obtain First Aid, CPR and AED certifications.

IMMEDIATE SUPERVISOR:

Golf Manager

ESSENTIAL FUNCTIONS:

1. Supervise the golf clubhouse and starter operations in a professional and efficient manner.
2. Provide excellent customer service and assistance to all patrons.
3. Control and manage play; ensure guest check-in and fee collection.
4. Follow daily opening, shift change and closing procedures as listed in the operational procedure manual.
5. Follow daily cash control as listed in the operational procedure manual.
6. Work the computer system for tee time reservations, cash register and point of sale.
7. Collect correct fees for green fees, carts, rental clubs, merchandise and food/beverages.
8. Answer phone, take reservations, greet customers and answer any questions in a professional manner.
9. Prepare and serve all food items and beverages in the clubhouse according to the Health

Department guidelines.

10. Keep clubhouse, kitchen area and restrooms clean.
11. Assist the golf manager in the organization and running of events, tournaments and leagues when needed.
12. Promote all golf events, tournaments, leagues and lessons.
13. Coordinate and serve as starter for tee off in addition to recording each tee off round on the tee sheet.
14. Develop and maintain good working relationships among staff and volunteers.
15. Attends and participates in Park District staff meetings when necessary.
16. Perform all job tasks within the rules and guidelines of the District's safety program.
17. Perform related duties as assigned.

PSYCHOLOGICAL CONSIDERATIONS:

1. Capable of communicating and working effectively with the public and all levels of park district staff.
2. Able to maintain self-control and composure in difficult situations.
3. Must demonstrate leadership qualities to perform required work.
4. Ability to recognize priorities and meet deadlines.
5. Ability to work with minimal supervision, to solve problems and to produce accurate work on a timely basis.
6. Ability to deal with multiple situations at the same time that will increase stress levels.
7. Ability to be flexible and adapt to new situations.
8. Ability to deal with other people under stressful situations and have the ability to resolve differences and problems in a professional manner.
9. Should be able to work in a team atmosphere, as necessary, promoting positive and effective working relationships with staff, volunteers and external customers.

PHYSIOLOGICAL CONSIDERATIONS:

Sitting – frequently	Walking – frequently	Strength – 1-25 lbs.
Climbing – occasionally	Balancing – occasionally	Stooping – frequently
Kneeling – occasionally	Crouching – occasionally	Crawling – occasionally
Reaching – frequently	Handling – frequently	Feeling – frequently

1. Must be able to sit and stand for a long period of time.
2. Must be able to lift up to 25 pounds.
3. Ability to handle mental stress in order to cope with deadlines.

ENVIRONMENTAL CONSIDERATIONS:

1. Employee's general work area is both indoors in a smoke-free environment with controlled temperature and fluorescent lighting and outdoors subject to the climatic extremes of weather in the northeastern portion of the state of Illinois.
2. Employees may be exposed to noise distractions from customers or equipment operation in

adjacent work areas.

3. Employee may be exposed to cooking smoke and fumes from cooking ovens and outside grills.

COGNITIVE CONSIDERATIONS:

1. Must be able to follow directions and communicate in English both verbally and in writing.
2. Must have the ability to read and understand materials printed in English.
3. Must possess knowledge of budgeting procedures and techniques.
4. Must possess good problem solving skills and have the capacity to act rationally and calmly in high stress and/or emergency situations.
5. Must be able to represent the Grayslake Park District in a professional manner.
6. Must have the ability to make judgment with respect to confidentiality of information.
7. Must use good safety awareness and judgment in all aspects of this position.

SAFETY PRACTICES:

Must have the ability to perform job tasks in a safe work environment and to promote safe working habits to fellow workers. Will be required to read, understand and comply with all of the district's safety rules and procedures as outlined in the park district's safety manual.

SCHEDULE:

Golf season is April 1 – November 30, club house is open from dawn to dusk depending on the season. Shifts vary, 10-30 per week.

PAY RATE:

\$10 - \$14

APPLICATION DEADLINE:

Ongoing

TO APPLY:

Download an application at www.glpd.com/employment

QUESTIONS:

Contact Golf Manager Mike Perez at mperez@glpd.com or (847) 548-4713.