

# CITY OF HELENA



**Position Title: Golf Concessions Leader**

**Department: Parks and Recreation**

**Position #: 13508**

**Grade: 135**

**EEO Category: (08) Service Maint.**

**FLSA: Exempt**

**EEO Function: (15) Other**

**Work Comp Code: 9410**

## **DEFINITION**

Operates the golf course clubhouse food and beverage concession to create and maintain a high level of service for the customers of Bill Roberts Golf Course.

## **SUPERVISION RECEIVED**

Supervised by the Head Golf Professional

## **SUPERVISION EXERCISED**

Responsible for supervision of seasonal employees hired to aid in the operation of the clubhouse and refreshment cart.

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Prepares and serves food and beverages.

Coordinates with the head golf professional in providing exceptional food and beverage service for tournaments and special events.

Models a “customer comes first” attitude, delivers exceptional customer service, and supervises staff to ensure they are delivering exceptional customer service.

Continually reviews the clubhouse environment and key business indicators to identify problems, concerns, and opportunities for improvement.

Provides coaching and direction to the staff to achieve operational goals.

Communicates ideas to the Head Golf Professional for broader areas of improvement.

Demonstrates integrity, honesty, and knowledge to promote a favorable experience at the golf course.

Maintains and models a calm exterior presence during periods of high volume or unusual events and moves on immediately after to keep the clubhouse operating to standard and set an example to staff.

Supports the Head Golf Professional in implementing programs by working directly with staff to execute action plans that meet operational and organization objectives.

Provides direction to staff during their shift on the use of operational tools and equipment to achieve operational excellence.

Acts as a coach and mentor to staff by using discretion in assessing performance, providing feedback, and coaching to improve staff performance, and effectively recommending employment decisions to the Head Golf Professional.

Handles any problems concerning inventory, deliveries, cash register, credit card machine, and other equipment.

Monitors overages/shortages, attendance, food and beverage quality, spoilage, equipment.

Assists in routine maintenance and janitorial services to the clubhouse.

Prepares verbal and written reports for the Head Golf Professional.

**Important & Essential Duties cont.:**

Assists the Head Golf Professional in the development of the golf course clubhouse and concessions budget.

Engages in conversation with customers to understand customer needs and desires.

**OTHER JOB RELATED DUTIES**

Other duties as may be assigned by the Director.

**SAFETY RELATED DUTIES:**

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Retail food and beverage environment.

Modern office procedures, methods, and equipment including computer equipment and applicable software programs.

Good business practices and measuring proficiency in management. Merchandising capabilities must be of high caliber.

Current federal, state, and local laws and regulations affecting the management of food and beverage operations including, but not limited to, employment, safety, and liquor license standards.

Principles and practices of budget development, administration, analysis, and control.

Principles and practices of fiscal, statistical, and administrative data collection and report preparation.

**Skill to:**

Cook and food preparation skills.

Strong communication and interpersonal skills.

Team building and strong problem solving.

**Ability to:**

Use discretion in providing direction to others as well as exceptional customer service.

Work in a fast-paced team environment.

Develop and maintain effective working relationships.

Act with a "customer comes first" attitude and deliver customer service that meets or exceeds customer expectations.

Communicate effectively both orally and in writing.

**Physical Demands**

Ability to sit, stand, walk, crouch, stoop, squat, climb, see, hear, and lift 30 pounds; exposure to outdoors; ability to travel to different sites and locations.

**Work Environment**

Ability to work in a clubhouse and golf course environment.

**Experience and Training Guidelines:**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

**Experience:**

Minimum three years of progressively responsible related experience, including two years of customer service experience and one year of experience in directing the work of others.

College degree in business or related field may substitute for a portion of the required experience.

**Training:**

High school or GED

**License or Certificate:**

Possession of, or ability to obtain within six months of hire, an appropriate, valid MT drivers license.

**After reading this job description, as of this date would you require any accommodation to perform these duties?**

**YES** or **NO** (circle one)

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Effective Date: January, 1999

Updated: September, 2008