

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>GOLF SHOP ATTENDANT</b>
<b>Position Number:</b>	<b>GCC035</b>
<b>Classification:</b>	<b>Retail</b>
<b>Agreement/Award:</b>	<b>EBA – Schedule 11</b>
<b>Responsible to:</b>	<b>MANAGER</b>
<b>Service Area:</b>	<b>MAROONDAH LEISURE</b>

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### Role and Summary Statement

The Golf Shop Attendant reports to the Golf Shop Coordinator and is responsible for working within the Golf Shop Team in the provision of high level customer services to all visitors at Ringwood and Dorset Golf Courses.

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### Tasks and Responsibilities

1. Actively participate in all Golf Shop operations, tasks and procedures involved with the retail area of sales, customer service, stock and stock rotation, cleaning, golf repairs and all enquiries and lesson bookings for the Golf Professional.
2. Ensure a customer friendly and informed level of service remains to the highest standard.
3. Undertake duties without supervision for limited periods of time. If required and after receiving training the responsibility of opening/closing the Golf shop when rostered.
4. Oversee monies and reconciling, safe usage and correct reporting procedures.
5. Ensure all golf bookings are carried out in a courteous manner and in line with current booking procedure and practises. All available tee spots are utilized and maximum revenue achieved.
6. Provide a clean facility for staff and customers alike. All cleaning tasks and general duties are carried out in a timely and efficient manner as instructed.
7. Ensure all customers are offered add on sales, either kiosk or hardware products at point of sale contact.
8. Cooperate and comply with the requirements of all Maroondah City Council policies and procedures and any actions taken by Council to comply with relevant Acts and Regulations.
9. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.
10. Actively support and promote Equal Opportunity within the workplace in accordance with the Equal Opportunity Act 1995, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, Charter of Human Rights and Responsibilities Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace Act 1999, Occupational Health and Safety Act 2004, Fair Work Australia Act 2009, Local Government Act 1989, and Council policies.
11. Observe the application of Council's Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson).

## Organisational Relationships

**Internal Relationships** Management and Employees.

**External Relationships** Golf Club Members, Regular User Groups, Visitors & customers, Contractors, Golf Professional, Cafe Team.

## Person Specification

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

### Qualifications

#### **Essential**

- Year 10 or equivalent qualification.
- Food Handlers Certificate.
- First Aid Level 1 and CPR Certificate.

### Experience

#### **Essential**

- Demonstrated experience in a retail or customer service role within the Leisure Industry.
- Demonstrated experience in handling monies and undertaking daily reconciliation.
- High level communication, interpersonal, organisational and time management skills
- Proficiency using computers.

#### **Desirable**

- Knowledge of the game of golf including scoring, tee management and product knowledge.

## INTER-PERSONAL SKILLS:

### **Written Communication**

Requires reading and writing skills sufficient to produce a written record of simple events; read standardised correspondence; read and interpret documents such as safety rules, less complex operating and maintenance instructions and procedure manuals.

### **Speaking and Listening Skills**

Requires ordinary courtesy and politeness, and giving or exchanging straightforward, standardised information on a one-on-one or small group situation to customers, the general public, or other employees.

## SPECIALIST SKILLS AND KNOWLEDGE:

### **Numeracy**

Requires basic numeracy such as counting, recording numbers, simple addition and subtraction, handling small amounts of money, or reading simple instruments.

### **Computer Skills**

Enter or edit data through a menu system. Use printers, operate e-mail and basic use the internet.

### **Application of the Law and Legislative Procedure**

Application of the law or legislative procedures is not a requirement of the position. OR Applies standardised legislative procedures in a specific field relevant to the position's work unit where there is little uncertainty surrounding its application, and is usually as specified in a practice or procedures manual.

## MANAGEMENT SKILLS:

### **Research, Analysis and Information Management Skills**

The position is not one that deals with research or analysis activities.

### **Financial Resources Management Skill**

Does not require a knowledge of financial resource management, or of setting or managing budgets.

### **Human Resources Management Skill**

Requires familiarity with and the ability to apply human resource policies, including for example conditions of employment and occupational health and safety. May provide on-the-job training, guidance and advice based on practical experience.

**JUDGEMENT AND DECISION MAKING:**

**Problem Solving**

Established routines and standing instructions providing precedents, i.e. look to how it was done before in the same circumstances. The jobholder must identify, without modification, a solution from among a range of previously established options.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

**Functional Breadth**

Non-supervisory role.

**Proficiency**

In a vocation, trade or profession, performs less difficult tasks, or gains experience working with more experienced or senior practitioners. In non-vocational, non-supervisory jobs, works on tasks of standard difficulty for the role.

**Accountability for Capital Assets**

The assets (primary) are shared over which the position has a level of stewardship have limited importance in the overall context of the organisation and the level of efficiency of their use does not materially impact on the organisation's overall performance.

**Accountability for Client Service**

The position is responsible for providing intermediate level services to external clients.

**Impact**

Limited impact.

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**Personal Attributes**

**Essential**

**Achievement Orientation Skills** - A concern for working well or competing against a standard of excellence.

**Communication Skills** - The ability to effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification

**Customer Service Skills** - The desire to help or serve others.

**Flexibility Skills** - The ability to adapt to and work with a variety of situations, individuals or groups

**Interpersonal Skills** - Ability to create, maintain and enhance relationships with clients and staff in order to achieve work goals – Focuses on solving conflict; Maintains confidentiality; Listens to others and Remains open minded

**Relationship Skills** - The ability to work to build or maintain friendly, warm relationships, networks or contacts.

**Self-control Skills** - The ability to keep emotions under control and restrain negative actions under conditions of stress. Exercises tact and diplomacy.

**Teamwork and Cooperation Skills** - The ability to genuinely work cooperatively with others.

**Desirable**

**Conceptual Thinking Skills** - The ability to understand a situation or problem by putting the pieces together – seeing the large picture.

**Initiative Skills** - The ability to take action where necessary to improve the outcomes and performance of a specific work area.

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**Agreement:** I have read, understood and agree to comply with this position description.

**Name:** .....

**Signature:** .....

**Date:** .....

<b>Prepared by:</b>	Human Resources	<b>Authorised By:</b>	Corporate Management Team
<b>Date Reviewed:</b>	14/08/2014		

## SELECTION CRITERIA

**Criteria 1.**

Year 10 or equivalent qualification, Food Handlers Certificate and First Aid Level 1 and CPR Certificate.

**Criteria 2.**

Demonstrated experience in a retail or customer service role within the Leisure Industry and knowledge of the game of golf and rules.

**Criteria 3.**

Demonstrated experience in handling monies and undertaking daily reconciliation.

**Criteria 4.**

High level communication, interpersonal, organisational and time management skills

**Criteria 5.**

Proficiency using computers.

**NOTE:**

**Candidates are required to address each of the Selection Criteria in their applications.**

# PERSONAL CAPABILITY REQUIREMENTS

TASKS DESCRIPTIONS (Tick relevant frequency)

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
<b>Passive</b>				
Sitting - counter / desk		✓		
Sitting – vehicle			✓	
Operating Telephone / Computer				✓
Writing / Reading				✓
<b>Manual Handling</b>				
Bending / Twisting Spine		✓		
Working with one or both hands above shoulder height	✓			
Lifting (5kg or under p/item)		✓		
Lifting (5kg or over p/item)		✓		
Requiring low/light application of force	✓			
Requiring medium to high application of force	✓			
Lifting/holding/restraining children	✓			
Exerting force in an awkward posture	✓			
Holding & supporting equipment		✓		
<b>Agility</b>				
Squatting / Kneeling			✓	
Looking up / Looking down				✓
Reaching forwards or sideways		✓		
Gripping or grabbing equipment		✓		
<b>Mobility</b>				
Walking / standing- briefly		✓		
Walking / standing- extended	✓			
Walking on uneven ground	✓			
Climb steps/stairs		✓		
Climb ladder		✓		
Driving – passenger vehicle	✓			
Driving – light commercial (regular drivers licence)	✓			
Driving – bus (endorsed licence)	✓			
Driving – machinery/heavy commercial	✓			
<b>Sensory</b>				
Hearing – face to face / telephone conversations				✓
Hearing – working with loud machinery	✓			
Visual – read printed material, signage				✓
Visual – computer screen, electronic signs				✓
Visual – driving			✓	
Visual – watching with vigilance (e.g. SXS, Lifeguard)	✓			
<b>Emotional</b>				
Dealing with complex customers / residents			✓	
Supporting dependent persons	✓			
Dealing with conflict			✓	
Managing complex personal situations	✓			
Providing empathy			✓	
<b>Work Environment</b>				
Outdoor – exposed to elements, plant & equipment	✓			
Confined spaces	✓			
Working alone				✓
Working at heights (greater than 2m)	✓			
Exposure to extensive dust	✓			
Pollen (or other allergens)		✓		
Exposure to polluted odours and/or chemicals		✓		
Personal waste	✓			

## Office Use - Pre employment Medical Checks

	If selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended

## Office Use – Other Checks

	If selected – Risk assessment for PDA recommended
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# Our Workplace Values



## Co-operation

*Working together and sharing knowledge to achieve common goals and agreed outcomes.*

We encourage people to:

**INVOLVE OTHERS**

Work with others in decision-making and the development of goals and plans.

**ACHIEVE**

Understand the different roles across the organisation and fully utilise skills and experience of others to help achieve goals and outcomes.

**ORGANISATIONAL GOALS**

Recognise strengths and demonstrate appreciation of team members.

**SUPPORT COLLEAGUES**

Respect individual differences and opinions and acknowledge the effort and achievement of colleagues.

**VALUE PEOPLE**

**BUILD RELATIONSHIPS**

Develop a wide range of alliances and a comprehensive knowledge of the organisation and its services.

**BE ACTIVE TEAM**

Be accountable and acknowledge and support those who demonstrate leadership.

**MEMBERS**

## Commitment

*Leading by example to achieve the best result for the organisation and the community.*

We encourage people to:

**BUILD TRUST**

Act with openness, honesty, and integrity.

**SEE THINGS THROUGH**

Be accountable and proactive with tasks and work through any associated issues to see tasks through to completion.

**DEVELOP SKILLS**

Actively seek feedback and opportunities to improve skills.

**TAKE INITIATIVE**

Anticipate the requirements and needs of others and take action outside of routine responsibilities.

**SEEK RESPONSIBILITY**

Take on responsibilities that will broaden experience and add to the effectiveness of the team.

## Communication

*Sharing information and ideas at all levels, the Council and the community.*

We encourage people to:

**LISTEN TO OTHERS**

Actively listen and demonstrate empathy for others' underlying concerns, interests and/or emotions.

**DEMONSTRATE RESPECT FOR ALL**

Respect others' opinions and views.

**ACT WITH HONESTY AND INTEGRITY**

Communicate openly and honestly and act with integrity.

**COMMUNICATE CLEARLY AND EFFECTIVELY**

Use and demonstrate respect for communication styles and mediums that best suit the receiver, issue and situation. Ensure the information communicated is understood by the receiver.

**KEEP OTHERS INFORMED**

Willingly share information and keep the community and colleagues well informed.

**USE INFORMATION**

Respect confidentiality and the sensitivity of some forms of information, and protect the accuracy of data.

**ETHICALLY**

## Continuous Improvement and Innovation

*Consistently finding better ways of delivering service and value*

We encourage people to:

**UNDERSTAND NEEDS**

Seek to clearly understand the requirements of those to whom we provide service.

**SOLVE PROBLEMS**

Raise problems openly, consult with others and generate alternative options.

**CONSIDER**

Take inspiration from internal and external influences to form new ideas, approaches, better processes and practices.

**ALTERNATIVES**

Demonstrate flexibility and a willingness to embrace change.

**EMBRACE BETTER WAYS**

Continually measure and assess the performance of the activities in which we are involved, review processes and provide honest and constructive feedback.

**EVALUATE**

Think outside the square to explore new ideas and opportunities.

**PERFORMANCE**

**ENCOURAGE INNOVATION**

**STRIVE FOR EXCELLENCE**

Seek to lead the way.

**SHARE IDEAS WITH**

Promote and communicate ideas.

**OTHERS**

<b>Employee Level Core Competencies</b>	<b>Supervisor / Coordinator / Leading Hand Level Core Competencies</b>	<b>Team Leader Level Core Competencies</b>	<b>Manager Level Core Competencies</b>	<b>Director Level Core Competencies</b>	<b>CEO Level Core Competencies</b>
<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p><b>Cooperation</b></p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>
<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p><b>Commitment</b></p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>
<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p><b>Communication</b></p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>
<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p><b>Continuous Improvement and Innovation</b></p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>

<b>Employee Level Core Competencies</b>	<b>Supervisor / Coordinator / Leading Hand Level Core Competencies</b>	<b>Team Leader Level Core Competencies</b>	<b>Manager Level Core Competencies</b>	<b>Director Level Core Competencies</b>	<b>CEO Level Core Competencies</b>
<p><b>Customer Service Skills</b></p> <p>The ability to build and maintain customer satisfaction with the products and services offered by the organisation. A desire to help or serve others in accordance with customer service processes and standards.</p>	<p><b>Customer Focus and Quality</b></p> <p>The ability to focus the team on the delivery of high quality and innovative services to internal and external clients. Resolve difficult or complicated challenges.</p>	<p><b>Customer Service Management</b></p> <p>The ability to plan and direct customer service activities that meet customer needs and support organisational operations. Work with stakeholders to deliver improved customer services and to resolve complex complaints.</p>	<p><b>Stakeholder Engagement and Management</b></p> <p>The ability to identify, collaborate and negotiate with stakeholders of diverse interests to achieve successful outcomes.</p>	<p><b>Agility and Critical Thinking</b></p> <p>The ability to deal with ambiguity and change, to lead and foster innovation and creativity. Make and implement decisions quickly to generate successful outcomes.</p>	<p><b>Conduct and Governance</b></p> <p>The ability to provide direction and effectively monitor, control and take accountability for the activities of the organisation and its people.</p>
<p><b>People and Teamwork Skills</b></p> <p>The ability to adapt to and work cooperatively in partnership with others in a variety of situations</p>	<p><b>People Management / Development</b></p> <p>The ability to inspire, coach, empower, develop and motivate people and take corrective action when required.</p>	<p><b>Leadership and Coaching</b></p> <p>The ability to effectively lead, manage and develop the team in achievement of team and organisational goals. Recruit and retain the right people with the right skills and enable co-workers to grow and succeed through feedback, instruction and encouragement.</p>	<p><b>Innovation Leadership</b></p> <p>The ability to promote a culture that supports and encourages improvement and rewards successful innovative outcomes.</p>	<p><b>Change Leadership</b></p> <p>The ability to manage complex change including understanding cultural dynamics and developing practical strategies to support the change team to achieve the best outcomes for the organisation.</p>	<p><b>Transformational Leadership</b></p> <p>The ability to build, motivate and collaborate with people at different levels of an organisation to accomplish change for the better. Set goals and incentives to push people to higher performance levels, while providing opportunities for personal and professional growth.</p>
<p><b>Personal Planning and Effectiveness</b></p> <p>The ability to plan, prioritise manage and accept responsibility for own work outcomes. Communicate effectively with stakeholders.</p>	<p><b>Team Planning and Work Organisation</b></p> <p>The ability to plan and manage work assignments, assign responsibilities, set expectations, align performance goals with organisational goals, manage conflict and monitor delegated activities.</p>	<p><b>Team Planning, Performance and Process Improvement</b></p> <p>The ability to create, execute and monitor team plans. Set ambitious goals and high standards for the team and work towards improving work processes.</p>	<p><b>Service Delivery Planning and Execution</b></p> <p>The ability to devise plans to maintain and build organisational sustainability through strategic and organisational innovation. Apply relevant legislative and risk management and mitigation strategies into work activities.</p>	<p><b>Strategic Thinking, Planning and Foresight</b></p> <p>The ability to visualise the big picture, align priorities with broader goals, monitor and measure outcomes and use feedback to produce or alter plans and actions of the organisation.</p>	<p><b>Community Focus and Service Delivery</b></p> <p>The ability to direct the growth and innovation of service delivery across the organisation and broader Local Government. Deliver more connected services to provide better outcomes for the community.</p>
<p><b>Self Management and Personal Development Skills</b></p> <p>The ability to adapt to new situations by applying skills in different areas, or by acquiring new skills. Display an ongoing commitment to learning and self-improvement.</p>	<p><b>Emotional Intelligence</b></p> <p>The ability to evaluate emotions and restrain negative actions under conditions of stress to achieve goals. Empathise and negotiate with others whilst exercising tact and diplomacy.</p>	<p><b>Relationship Building and Stakeholder Management</b></p> <p>The ability to build and maintain positive and productive relationships with internal and external stakeholders to achieve mutually beneficial outcomes. Engage stakeholders, manage expectations, address concerns and resolves issues.</p>	<p><b>Organisational/ Environmental Awareness / Systems Thinking</b></p> <p>The ability to scan the internal and external environment for information about the present and future. Apply simple thinking techniques for gaining systemic insights into complex situations and problems. Manage organisational assets to increase organisational performance.</p>	<p><b>Political Acumen and Strategic Influencing</b></p> <p>The ability to understand the socio-cultural, historical, political, and economic context within which the organisation operates. Integrate an understanding of the organisational direction with an awareness of the political climate to solve problems and accomplish goals.</p>	<p><b>Positioning and Partnerships</b></p> <p>The ability to manage partnerships and to be creative and participative in harmonising different interests, expectations, and needs among networks. Use a variety of coaching methodologies to understand the perspectives of others and to create opportunities for success.</p>