

Make a real difference to Maroondah



Retail Golf Attendant

Position Number: GCC035
Classification: EBA - SCHEDULE 11 - PART C
Responsible to: MANAGER MAROONDAH GOLF
Service Area: LEISURE

Crim check - if required	Yes
Working with Children Check ID Card (Employee) - if required	Yes

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.

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 procedures and practices.
6. Assist management to maximise revenue by utilizing available tee spots in the most effective way.
7. Provide a clean facility for staff and customers alike, ensuring all cleaning tasks and general duties are carried out in a timely and efficient manner, as instructed.
8. Ensure all customers are offered add on sales (e.g. kiosk, hire options or hardware products) at point of sale contact.
9. 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.

10. Actively support and promote Equal Employment Opportunity (EEO) within the workplace in accordance with the Equal Opportunity Act 2010, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Human Rights and Equal Opportunity Commission Act 1986, Workplace Relations 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, Local Government Act 1989, and Council policies.
11. 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 the 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.
12. Comply with the requirements of applicable Child Safety legislation such as the Child Wellbeing and Safety Act 2005 (Vic), Crimes Act 1958 (Vic), Children, Youth and Families Act 2005 (Vic), and Working With Children Act 2005 (Vic), as amended and/or replaced from time to time. Comply with Council's Child Safe Standards and Reportable Conduct Policy and assist Council to achieve a prevention focused, proactive and participatory approach to achieving and maintaining positive Child Safety related outcomes.
13. Observe the application of the Council 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).
14. Comply with the requirements of applicable privacy legislation (e.g. Privacy and Data Protection Act 2014 (Vic); Health Records Act 2001 (Vic) as amended and/or replaced from time to time.
15. Adhere to the requirements of Council's Privacy Policy, that incorporates relevant Information Privacy Principles (IPPs) and Health Privacy Principles (HPPs), as amended and/or replaced from time to time.

Organisational relationships

INTERNAL	Management and employees
EXTERNAL	Hire groups, members of public, community groups, government agencies and service providers

Person specification

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

Qualifications

Essential

- > Year 10 or equivalent qualification

Desirable

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

Other certificates, checks and licences

- > Medical Check and Police Check
- > Victorian Driver's Licence

Accountability and extent of authority:

- > The work is performed within specific guidelines and under general supervision.
- > The freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time. Nevertheless, employees should have sufficient freedom to plan their work at least several days in advance.
- > Outcomes of work are readily observable.
- > The effect of decisions and actions taken is usually limited to a localised work group or function.

Judgement and decision making:

- > The nature of the work is clearly defined with procedures well understood and clearly documented.
- > The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations. Guidance and advice is always available.

Specialist knowledge and skills

- > Proficiency is required in the application of standardised procedures, practices and / or in the operation of equipment.
- > Knowledge of the use of plant, which requires a limited degree of skill, may be needed.
- > An understanding may be required of the function of the position within its organisational context, including relevant policies and procedures.

Management skills

- > Basic skills in managing time and planning and organising one's own work are required, so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.
- > Employees may assist other employees by providing guidance, advice and training on routine technical, procedural or Administrative / Professional matters.

Inter-personal skills

- > The position requires someone with skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.

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

Name:

Signature:

Date:

Prepared by: Jeremy Cutajar Authorised by: Workplace People & Culture

Date reviewed: June 2019

Selection criteria

Criteria 1.

High level communication, interpersonal, organisational and time management skills.

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.

Proficiency using computers / Point of Sale systems.

Criteria 5.

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

NOTE: Candidates are required to address each of the selection criteria in their applications.

Personal capability requirements

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk		•		
Sitting – vehicle			•	
Operating telephone / computer				•
Writing / reading				•
Manual Handling				
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		•		
Agility				
Squatting / kneeling			•	
Looking up / looking down				•
Reaching forwards or sideways		•		
Gripping or grabbing equipment		•		
Mobility				
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	•			
Sensory				
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)	•			
Emotional				
Dealing with complex customers / residents			•	
Supporting dependent persons	•			
Dealing with conflict			•	
Managing complex personal situations	•			
Providing empathy			•	
Work Environment				
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



Our people | Our service | Our approach

Organisational vision

We will foster a prosperous, healthy and sustainable community.

Our mission

We are dynamic and innovative leaders, working in partnership to enhance community wellbeing.

Our values

We are **ACCOUNTABLE** to each other
and our community

We collaborate in an adaptable and
SUPPORTIVE workplace

We **PERFORM** at our best

We are open, honest, **INCLUSIVE**
and act with integrity

We ensure every voice is heard,
valued and **RESPECTED**

We are brave, bold and aspire
to **EXCELLENCE**