



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
STAFF TECHNICIAN
(GOLF COURSE)
PARKS, RECREATION & TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position oversees the day-to-day operation of the Pro Shop. Reports to the Golf Professional.

ESSENTIAL JOB FUNCTIONS

Responsible for overseeing the day-to-day operation of the Municipal Golf Course; assists with serving customers; answers phone, assigns tee times; orders stock and supplies for Pro Shop and range and cart area.

Responsible for the effective supervision and administration of assigned staff to include performance management, employee relations, training, prioritizing and assigning work and related activities.

Performs routine administrative support functions such as compiling, posting or recording information from a variety of sources involving calculations, research and verification of information. May include completing forms, reports, questionnaires and other similar documents.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Technology - Knowledge of personal computers and related software to provide customer service and sell merchandise.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, representatives from other organizations and the public.

- Judgement/Decision Making -Using logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.

REQUIRED ABILITIES

- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication - Ability to effectively communicate ideas and proposals. Ability to listen and understand information and ideas presented verbally or in writing.
- Accounting - Ability to perform arithmetic, algebraic, and statistical applications to perform basic financial transactions.

EDUCATION AND EXPERIENCE

Requires a high school diploma and 3-5 years of related administrative experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history, sex offender registry check and a valid driver's license with acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.