



JOB DESCRIPTION

JOB INFORMATION

Title: Facility Attendant

Classification: Part -Time Employee - Non-Exempt

Salary Range: Salary adjustments are determined on an annual basis by the Board of Park Commissioners

Supervisor (s): Recreation Manager or Facility Specialist, Facility Supervisor

JOB SUMMARY

Provide prompt courteous service to the public and ensure that procedures are followed for daily operations of the golf course. Understand procedures for player check-in, player and group requirements, golf car regulations, range operations, range operations, mini links operations, dome operations, GolfNowOne (G1) Software – Tee Sheet and POS Management.

RESPONSIBILITY/ACCOUNTABILITY

Employee is directly accountable for own actions or inaction. Employee is to take direction from assigned supervisor or person responsible for successful completion of task, or other supervisors within the division. Employee strives to understand procedures for player check-in, player and group requirements, golf car regulations, range operations, range operations, mini links operations, dome operations, G1 Software – Tee Sheet and POS Management. Employee is responsible for personal neatness and attire.

JOB DUTIES AND TASKS

The following statements are intended to describe the general nature and level of work to be performed by the individual within this classification. They are not to be considered an exhaustive or all-inclusive listing of the position's duties and tasks, as they may change or be adjusted, as situations require.

ESSENTIAL FUNCTIONS

Assist customers at the golf course. Identify trends and be a part of solutions to issues that may arise. Complete transactions for individuals, making correct change, communicating daily rules clearly and specific instructions to players based on weather, course conditions, and instructions from supervisors and maintenance staff.

Direct outside service staff, players' assistants, and starters to assist in making essential functions of the operation move as smoothly as possible during shifts. Be efficient - help everyone as best as possible. Keep outside area clean, driving range free from baskets, and pick up all range balls on upper level of Fore Seasons Center. Watch the 1st and 10th tees and alert outside staff when necessary to pick range balls from tee area.

Understand and enforce the rules and regulations set by the Bismarck Park and Recreation District with firmness and tact.

Understand, interpret, and communicate policies, procedures and accepted standards of parks and recreation facility operation.

Work varied hours including early mornings, days, and evenings as well as weekends and holidays; arrive to work on time and stay until end of shift.

Understand and follow the standard operating procedures outlined in the employee manual. Responsible for till count at open, shift change, and closing counts. Responsible for day-to-day operations of golf course, driving range (indoor and outdoor or both if present) and retail functions of facility.

Establish and maintain positive and effective working relationships with facility staff, event groups, associations, and individuals. Employee will assist individuals and groups as needed within the policies and procedures of the Bismarck Parks and Recreation District and represent the Bismarck Parks and Recreation District in a positive manner.

Maintain pertinent equipment and alert supervisor if any equipment used is showing any issues with proper daily functionality.

Capability to lift and carry objects up to 30 pounds alone or heavier lifting with other employees.

OTHER DUTIES

Ability to prepare written reports, including accident/incident reports and to report problems and repairs to proper person.

Requires a positive attitude and effective cooperation with the many user groups that are partners with the Park District as well as other Bismarck Park District Divisions.

JOB SPECIFICATIONS

Must have minimum understanding of golf course operations, retail experience, and communication skills.

Provide high level customer service to all consumers.

Ability to work well with others. Communicate information, knowledge, and problems to co-workers and supervisors.

Capability to lift and carry objects up to 30 pounds alone or heavier lifting with other employees.

WORKING CONDITIONS

Staff uniforms are required during all shifts. Employees are required to be on time. Absences must receive prior approval of supervisor. Work is primarily indoors. However, must be able to work in all weather conditions and is subject to frequent interruptions.

EOE

Revised April 2024