



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>		Golf Service Officer			
<b>POSITION NO:</b>		705402	<b>CLASSIFICATION:</b>		Band 3
<b>DIVISION:</b>		City Works and Assets			
<b>BRANCH:</b>		Leisure Services			
<b>UNIT:</b>		Burnley Golf Course			
<b>REPORTS TO:</b>		Coordinator – Burnley Golf Course			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	No

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

*This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.*

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### POSITION OBJECTIVES

- To provide an outstanding customer experience including timely responsiveness and sound knowledge of golf products and services, in line with City of Yarra's Customer Service Standards
- Develop strong relationships with all patrons, Yarra Leisure members and staff ensuring a positive contribution to the Burnley Golf Course Team.

- To complete daily administrative & operational functions and maintain a well presented and safe facility
- To undertake daily supervision of the facility and its patrons in accordance with Burnley Golf Course and Yarra Leisure's Policy's & Procedures
- To assist the Coordinator in developing and distributing Marketing and Communication collateral in conjunction with the Marketing and Communications Officer.
- To assist the Burnley Golf Course Supervisor in the development and execution of the Retail Sales Plan and associated tasks.

## **ORGANISATIONAL CONTEXT**

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Richmond Recreation Centre, Collingwood Leisure Centre, Fitzroy Pool and Burnley Golf Course form the Yarra Leisure Branch.

As part of the Community Programs division, the branch has a commitment to improving both the physical and mental health of the community.

## **ORGANISATIONAL RELATIONSHIPS**

<b>Position Reports to:</b>	Coordinator Burnley Golf Course
<b>Position Supervises:</b>	Nil
<b>Internal Relationships:</b>	Golf Course Management, other golf course staff, Yarra Leisure and City of Yarra Staff
<b>External Relationships:</b>	Members, playing public, contractors, social clubs, suppliers.

## **KEY RESPONSIBILITIES & DUTIES:**

**To provide an outstanding customer experience including sound knowledge of our products and services and timely responsiveness in line with City of Yarra's Customer Service Standards**

- Actively participate in golf shop operations, namely customer service, merchandise sales, membership's sales and administration, stock merchandising, rotation and cleaning.
- Maintain a neat and professional appearance in accordance with the Yarra Leisure uniform policy
- Promptly respond and follow up on all golf course enquiries in accordance with City of Yarra Customer service standards.

- Maintain a sound knowledge and understanding of all policies & procedures, golf course programs and services golf course etiquette, Yarra Leisure memberships and terms, conditions.
- Maintain and respect the confidentiality, security and privacy of all customer records.
- Encourage customer feedback relating to our golf course and facilities providing a prompt and suitable response or solution where possible.
- Respond to all enquires, providing accurate, up-to-date information on course conditions, facility products and services, policies and procedures.

**Develop strong relationships with all patrons, Yarra Leisure members and staff ensuring a positive contribution to the Burnley Golf Course Team.**

- Regularly communicate with the Burnley Golf Course Coordinator and Supervisor providing feedback relating to patrons, members, staff, products, services and facility operations.
- Greet customers with a smile and always, provide a welcoming experience.
- Establish good relationships with patrons and adapt and respond to their varied needs.
- Lead by example and provide fellow staff members with positive guidance and support when required.
- Demonstrate the ability to work as part of a team and autonomously.
- Promote a positive image of Yarra Leisure through professional communication and presentation i.e. uniform, name badge, friendly nature, supporting Yarra Leisure peers, show enthusiasm on shift.
- Provide accurate and timely assistance to all patrons and Yarra Leisure staff in a pleasant and helpful manner.
- Contribute to the planning and promotion of facility activities and services.
- Participate in training initiatives and attend team meetings.
- Contribute positively to the goals and direction of the Burnley Golf Course Team

**To complete daily administrative & operational functions and maintain a well presented and safe facility**

- Maintain a safe workplace by exercising own duty of care and adhering to established health and safety standards, policies and procedures.
- Record and report any matters that may impact on the safety of employees and/or patrons to relevant area supervisors via the Tasks database.
- Display a thorough understanding and commitment towards City of Yarra's policies, principals, OH&S standards and Code of Conduct.
- Respond to emergencies and provide first aid in accordance with established procedures. Maintain a clean & safe facility for all staff and patrons.
- Complete all shift duties according to the Daily Checklist.
- Capture all golf booking data accurately.

- Complete daily financial transactions and processes including end of day financial reconciliations and cash-ups in compliance with Yarra Leisure standards and guidelines.
- Undertake daily administrative functions relating to all membership transactions with high accuracy and in compliance with Yarra Leisure's standards and guidelines.
- Undertake administrative and reporting duties as instructed.
- Be committed to the Continuous Improvement of Burnley Golf Course and Yarra Leisure's systems and processes, regularly documenting any feedback or suggestions for improvement in our Continuous Improvement (CI) Database

**To undertake daily supervision of the facility and its patrons in accordance with Burnley Golf Course and Yarra Leisure's Policy's & Procedures**

- The Golf Service Officer has the delegated responsibility and authority in the absence of senior staff for all aspects of the day-to-day operations including possible course closure in the event of inclement weather or an emergency situation.
- The Golf Service Officer has the role of Chief Warden in the event of Emergency Evacuation in the absence of senior staff
- The Golf Service Officer is responsible for the security and welfare of patrons in the absence of senior staff.
- Ensure timely management of 1<sup>st</sup> Tee including arrangement of playing groups when required
- Ensure players adherence to golf etiquette so that all players enjoy their experience
- Have the ability to resolve conflicts positively and with confidence
- Provide information regarding course conditions, playing times, tee time availability and other golf-related issues
- Ensure that all players report to the Pro Shop and that fees are paid prior to playing or practicing.
- Monitor pace of play and manage groups that are affecting play with regular on-site course patrols
- Assist Social Groups with weekly competition tee-time management

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

The Golf Service Officer is directly accountable to the Supervisor, providing outstanding customer service, accurate and current information on golf course services and policies and both efficient and effective administrative support to the facility.

**Safety and Risk**

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.

- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

## **Sustainability**

- Embrace the following Sustaining Yarra principles through day to day work:
  - Protecting the Future
  - Protecting the Environment
  - Economic Viability
  - Continuous Improvement
  - Social Equity
  - Cultural Vitality
  - Community Development
  - Integrated Approach

## **Yarra Values**

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
  - Accountability
  - Respect
  - Courage

## **JUDGEMENT AND DECISION MAKING:**

- The Golf Service Officer is expected to draw upon training and experience to exercise judgement in applying established procedures and practices to the day to day supervision and implementation of day to day operations of the golf course
- The Golf Service Officer is also required to exercise judgement in evaluating and recommending improvements with Customer Service and Golf Course Operations.
- Guidance and advice are usually available within time to make choices, safety crisis management maybe an exception to this on very infrequent occasions but the ability to handle such situations is essential.
- This role requires work outside of normal business hours including weekend work.

## **KEY COMPETENCIES**

### **SPECIALIST SKILLS AND KNOWLEDGE**

- Proficiency in the operation of windows based compatible word processing equipment and software, (preferably Microsoft Word, Excel and facility management system) to support written communications and effective database management.
- Ability to operate point of sales systems and databases.
- Knowledge of basic clerical/records management procedures.
- Numeracy skills to accurately process, record and report financial transactions.
- Sound knowledge of overall function and organisation of the Golf Course and its staff.
- Commitment to service ethic and personal service excellence.
- Commitment to ongoing training and development.
- The Golf Service Officer will be required to follow all relevant policies and procedures in line with Quality Assurance (ISO 9001:2000).
- Knowledge and compliance with City of Yarra Leisure Service procedures for safety, training, purchasing, document control, internal quality audits, corrective and preventative action, customer complaints, food handling and control of non-conforming products and services.

### **MANAGEMENT SKILLS**

- Ability to manage time, set priorities and plan and organise own work to carry out assigned duties efficiently and effectively.
- Ability to initiate and recommend to the Coordinator and Supervisor improvements to retail area, administration and operational procedures
- Ability to handle difficult customers and remain calm in an emergency situation.

### **INTERPERSONAL SKILLS**

- Be able to follow and implement instructions from the Supervisor and other senior staff.
- Assist and co-operate with the public, club members and maintenance team in the maintenance of the course.
- Ability to deal pleasantly, clearly and tactfully with diverse members of the public, both directly and over the phone.
- Sound communication skills and the ability to work as part of a team.

### **QUALIFICATIONS & EXPERIENCE**

- A current First Aid & CPR Certificate
- Responsible Service of Alcohol Certificate
- Current Working with Children Check
- Previous experience working at a golf course and or facility operations within a similar setting.

- Some experience and/or training in golf course retail and booking systems, word processing (preferably Microsoft Word), and routine clerical procedures would be an advantage.
- Early starts, late finishes and weekend shifts will be required

### **KEY SELECTION CRITERIA**

- Demonstrated experience in providing an outstanding customer experience within a golf course environment.
- Demonstrated ability to meet customer needs with experience in a golf retail environment, specifically with knowledge and stock maintenance of a pro-shop
- Demonstrated ability to develop strong, positive and productive relationships with a variety of individuals within both the golf community and staffing teams.
- Proven experience in organising and prioritising a range of administrative, customer-oriented and operational functions of a sporting facility.
- To undertake daily supervision of the facility and its patrons in accordance with Burnley Golf Course and Yarra Leisure's Policy's & Procedures ensuring safety, cleanliness and a high-level of presentation for all users.