

# South Jordan City

## Job Description

<b>Title:</b>	<b>Mulligan's Customer Service Supervisor</b>	<b>Effective Date:</b>	<b>1/1/17</b>
<b>Org:</b>	<b>640280</b>	<b>FLSA:</b>	<b>Non-Exempt</b>
<b>Pay Grade:</b>	<b>14</b>	<b>Workers Comp:</b>	<b>Municipal</b>

### GENERAL PURPOSE

Perform duties in supervising, sales, and scheduling at Mulligan's Golf and Games. Establish work or project priorities and assign workload responsibilities; assure timely completion. Perform a variety of general administrative duties.

### SUPERVISOR

Golf Professional/Manager

### POSITION(S) SUPERVISED

Mulligan's Customer Service II  
Mulligan's Customer Service

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Greet the public; respond to requests for information and provide factual information related to city services, programs, and general policies, practices and procedures; provide patrons with requested forms, publications and other informational materials.

Direct walk-in clients and visitors to proper locations at the facility.

Listen to public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance; investigate and resolve complaints or inquiries from employees and patrons concerning the operations of the facility; deal appropriately with confrontational situations.

Organize office operations and procedures such as filing systems, generate reports and other administrative duties.

Accept payment from citizens for facility use, daily admission, or other sales; including cash and credit transactions.

Operate the concessions and provide appropriate training to customer service employees. Make suggestions for best practices and other improvements related to concessions operations.

Write and deliver messages to personnel; monitor grounds/facility to detect problems or safety hazards, apprise supervisor of potential problems and repairs; work in conjunction with maintenance, pro shop, and grounds employees, as well as other recreational and non-recreational personnel.

Oversee day-to-day maintenance activities including cleaning related duties in the bathrooms and pro shop areas and outside activities areas such a driving range, batting cages, miniature golf areas and front entry.

Oversee customer service; assist with the operations of the front counter to ensure maximum customer service results.

Provide administrative support by answering questions, maintaining correspondence with other divisions or agencies; operate telephone equipment; receive, respond to and direct incoming telephone calls; query callers to identify needed assistance, and direct calls accordingly.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from High School or G.E.D.;  
AND

B. Three (3) years of progressively responsible experience in related recreation field or customer service; with at least one (1) year in a supervisory capacity.

2. Special Qualifications:

Valid Utah Class D Drivers License  
Utah Food Handler's Permit

3. Knowledge, Skills and Abilities:

Knowledge and background of golf or recreational programs. General knowledge and experience in supervision of staff, planning, prioritizing, and organizing a complex workload. Excellent public relation skills and communication skills.

Ability to operate a personal computer and Microsoft products.

Ability to establish and maintain effective working relationships with co-workers, the public and other departments and agencies; ability to follow written and oral instructions; ability to effectively present information and respond to questions from groups of customers.

4. Working Conditions:

Incumbent of the position generally performs in an indoor environment. Some outdoor inspection/supervisory work is required. Tasks require variety of physical activities, such as walking, standing, stooping, sitting, reaching, lifting, etc. Talking, hearing and seeing essential to the performance of the job. Common eye, hand, finger dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability, critical thinking and creative problem solving. Ability to work a flexible schedule including evenings, weekends, and holidays. Frequent local travel required in normal course of job performance.

*The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.*

*Human Resources Use Only*

<b>Job Class:</b>	<b>Municipal Non-Exempt</b>	<b>EEO-4 Class:</b>	<b>Serv/Maint</b>
<b>Location:</b>	<b>Mulligan's</b>	<b>EEOP Class:</b>	<b>Serv/Maint</b>
<b>Group/BU:</b>	<b>General Pay Plan</b>	<b>Tech-Net Match:</b>	<b>775</b>