



Mulligan's Shift Lead

Salary:	\$11.4297	Opening Date:	6/11/2019
Status:	Part-time	Closing Date:	Open until filled
Work Hours:	Irregular including Sundays	Department:	Admin Services
Work Location:	South Jordan City Mulligan's	Supervisor:	Mulligan's Customer Service Supervisor

Special Notes: *EXCITING OPPORTUNITY TO BECOME PART OF THE MULLIGAN'S TEAM! APPLY NOW!
The essential function of this job is to be able to work afternoon/evening shifts, weekdays, weekends, and some holidays. Department will begin reviewing applications as they come in. Position may be closed at any time after the positions have been filled.*

THE PURPOSE

Perform advanced customer service duties related to all golf and game facility needs and the food service operations that are offered at the clubhouse. Function as shift lead such as directing part-time customer service staff, Golf Shop opening or closing procedures and financial duties as assigned.

MINIMUM QUALIFICATIONS

- A. Must be 18 years of age
AND
- B. One (1) year of experience in customer service or recreation field;

Special Qualifications:
Lead worker experience preferred.
Existing Food Handler's permit or ability to obtain before hire date

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge and background of golf recreational programs. General knowledge and experience in planning, prioritizing, organizing, and delegating a moderate workload. Excellent public relation skills and communication skills.

Ability to operate a personal computer and Microsoft products.

Knowledge of principles and processes for providing customer service.

Ability to work independently and deal effectively with stress caused by continuous public contact; communicate effectively, verbally and in writing; operate standard office equipment; effective working relationships with supervisors, fellow employees, and the public.

Skill in coordinating people and resources and problem solving. Skill in actively looking for ways to help people and give full attention to what others are saying and in giving direction to others for work-related tasks.

BENEFITS

- Discount to Mulligan's Golf and games, and to the Aquatic and Fitness Center

NOTE: Interested candidates must complete and submit a South Jordan City application and current resume to Human Resources through the website at jobs.sjc.utah.gov. A complete list of essential functions and minimum requirements of this position may be viewed on the job description, which is also located at the above-mentioned website. To request accommodation under Americans with Disability Act please contact the City's EEO Program Manager at 801-254-3742 ext. 1852.

It is the policy of the City of South Jordan to provide equal employment opportunity in City government for all persons; to prohibit discrimination in employment on the basis of race, color, sex, national origin, religion, age, marital status, pregnancy, genetics, or disability

Clean, dust, vacuum and complete other cleaning related duties in the bathrooms and Pro Shop areas; pick up and discard of trash appropriately.

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

Retrieve range buckets, miniature golf balls, tokens and any other outside needs of the operators of the Pro Shop. Drive Range Tractor in efficient, safe and effective manner to collect range golf balls; cleans and sorts range balls

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 City personnel.

Ability to maintain productive working relationship with other employees and supervisor(s).

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Must be 18 years of age

AND

B. One (1) year of experience in customer service or recreation field;

2. Special Qualifications:

Lead worker experience preferred.

Existing Food Handler's permit or ability to obtain before hire date

3. Knowledge, Skills and Abilities:

Knowledge and background of golf recreational programs. General knowledge and experience in planning, prioritizing, organizing, and delegating a moderate workload. Excellent public relation skills and communication skills.

Ability to operate a personal computer and Microsoft products.

Knowledge of principles and processes for providing customer service.

Ability to work independently and deal effectively with stress caused by continuous public contact; communicate effectively, verbally and in writing; operate standard office equipment; effective working relationships with supervisors, fellow employees, and the public.

Skill in coordinating people and resources and problem solving. Skill in actively looking for ways to help people and give full attention to what others are saying and in giving direction to others for work-related tasks.

4. Working Conditions:

Incumbent of the position generally performs in an indoor/outdoor environment. 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.

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.

Job Class: Municipal Part Time
Location: Mulligan's
Group/BU: Part Time Pay Plan

EEO-4 Class: Serv/Maint
EEOP Class: Serv/Maint
Tech-Net Match: