

South Jordan City

Job Description

Title:	Mulligan's Customer Service	Effective Date:	10.15.2020
Org:	640280	FLSA:	Non-Exempt
Pay Grade:	S-4	Workers Comp:	Municipal

This is an "at-will" position. The employee or the City may end the employment relationship at any time, with or without cause or explanation.

GENERAL PURPOSE

Perform a variety of customer service duties including rentals, general customer service, janitorial work, grounds maintenance, and prepare food items for the public.

SUPERVISOR

Mulligan's Customer Service Supervisor

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Prepare Mulligan's Food Shop which may include but is not limited to money exchange, food preparation, snack set up and take down. Includes, but is not limited to, sanitizing and cleaning all equipment daily, such as cleaning ovens, microwave oven, pretzel warmer, hot dog cooker, food warmer, coffee machine.

Greet the public; respond to request for information and provide information related to city services, programs and general policies, practices and procedures.

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

Listen to public complaints, questions, etc. Respond to questions and concerns by referring individuals to appropriate personnel for assistance.

Answer telephone and direct calls related to day-to-day operations of Mulligans Golf & Games.

Perform duties relating to the POS (Point of Sale) system such as cash handling, credit card and check processing. Balance till on a daily basis. Accept payment from citizens for facility use, daily admission or other sales.

Maintain, clean, and organize the outside appearance of golf course, batting cages, driving range, and surrounding areas.

Perform basic landscaping duties such as pulling weeds, planting flowers, picking up garbage, etc.

Monitor ground/facility to detect problems or safety hazards, notify supervisor of potential problems and repairs. Work in conjunction with maintenance and grounds employees.

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

Operate a variety of types of equipment and various hand tools; perform routine preventative maintenance; maximize productivity through proficient use of equipment.

This position has been determined to be not eligible for remote work because all or a majority of the essential job duties must be performed onsite.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Must be 16 years of age
- B. Food handlers permit

2. Knowledge, Skills and Abilities:

Must be able to communicate effectively verbally and written.

Ability to work independently and proactively.

Ability to work a flexible schedule some days, nights, weekends, Sundays and Holidays.

Knowledge of golf etiquette and general golf play.

3. Working Conditions:

Incumbent of the position performs in an indoor/outdoor environment. Tasks require a variety of physical activities such as walking, standing, stooping, sitting and reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

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

Job Class:	Municipal Part Time	EEO-4 Class:	Serv/Maint
Location:	Mulligan's	EEOP Class:	Serv/Maint
Group/BU:	Part Time Pay Plan	Tech-Net Match:	