

South Jordan City

Job Description

Title:	Mulligan's Shift Lead	Effective Date:	10.15.2020
Org:	640280	FLSA:	Non-Exempt
Pay Grade:	S-8	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 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.

SUPERVISOR

Mulligan's Customer Service Supervisor

POSITION(S) SUPERVISED

Mulligans Customer Service

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Act as shift lead when full-time staff is not scheduled, primarily on night and weekends. Provide guidance to part-time/seasonal employees. Ensure appropriate customer service is provided by part-time staff when full-time shift supervisor(s) are not present.

Demonstrate motivation and ability to complete assigned tasks during evening hours with little or no supervision.

Assist in the operation and inspection of indoor and outdoor facility during and after normal hours and weekends to include: opening and closing facility; cleaning and maintaining facility including furniture, restrooms, office, storage spaces and equipment; and financial transaction at the registers.

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 of the facility.

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.

Operate telephone equipment; receive, respond to and direct incoming telephone calls; query callers to identify needed assistance, and direct calls accordingly.

Assist concession staff with food preparation, customer service, and snack preparation and removal. Learn how to cook and fry food that is offered at the venue and train other employees on basic food preparation.

Responsible for maintaining sanitation, health, and safety standards in work areas.

Clean and sanitize Mulligan's Restaurant food preparation areas, cooking surfaces, equipment, and utensils on a daily basis. This includes but is not limited to grills, dishes, microwave ovens, fryers, and condiment tables.

Check quality of food and restaurant supplies on a regular basis. Ensure that the condiment containers are stocked throughout the workday and regularly monitor inventory for re-ordering purposes.

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).

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 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.

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:	