



City of Waukeee Clubhouse Assistant - SEASONAL

SALARY	\$15.00 - \$17.00 Hourly	LOCATION	Waukeee, IA
JOB TYPE	Seasonal	JOB NUMBER	2025Summer
DEPARTMENT	Parks & Recreation	OPENING DATE	06/19/2025

JOB PURPOSE

The Clubhouse Assistant assists in day-to-day operations of the Sugar Creek Municipal Golf Course providing exceptional customer service.

Duration: 5 to 6 months

Tentative Start Date: July to mid-November

Work Hours: 8 to 30 hours per week

Work Schedule:

- Open 7 days a week
- Coverage for leagues, outings, events and holidays.

Wages: \$15.00 - \$17.00

Must be 18 years of age or older.

ESSENTIAL FUNCTIONS & SUCCESS FACTORS

ESSENTIAL FUNCTIONS:

(Order of Essential Functions does not indicate importance of functions.)

- Assists the Clubhouse Lead and serves the needs of customers who telephone or make a personal visit: schedules tee times, checks in golfers, rents golf carts, sells tokens, accepts payment, sells merchandise, food and beverages.
- Performs the duties of a starter by announcing group order on PA system.
- Follows opening and closing procedures, including but not limited to; general cleaning duties, restocking food, beverage, and paper products, and utilizing the point-of-sale system for all monetary transactions.
- Interacts with staff members and patrons using friendly customer service, answering questions, enforcing all facility policies, solving problems, overseeing services and cleanliness to ensure maximum customer satisfaction.
- Monitors the weather and maintains close contact with the Recreation Supervisor, Golf Course Superintendent, and clubhouse staff in the event of inclement weather or emergency situations and assists in clearing the course of golfers when directed.
- Sells food and beverage items on course by use of beverage cart.
- Able to perform all duties of the Golf Course Attendant.
- Performs other duties or assumes other responsibilities as apparent or assigned.

SUCCESS FACTORS:

- Create and participate in a team environment.

- Display honesty, trustworthiness, dependability and respectfulness at all times.
- Display willingness to listen and learn.
- Work efficiently and safely with little direct supervision.
- Establish clear, open-minded, trustworthy, bias-free and customer-focused communication to ensure a welcoming and inclusive environment.
- Understand and internalize the importance of seeking resolution to problems and concerns by bringing them to the direct attention of the Recreation Supervisor in a timely manner.
- Maintain a positive attitude, professional manner and professional appearance in all situations.
- Uphold the Waukee Parks & Recreation Mission Statement with integrity and professionalism.
- Attentive to the City's standards for customer service, accuracy, quality, efficiency and all City policies and procedures ensuring that all work performed meets those standards.

QUALIFICATIONS

QUALIFICATIONS:

- High School diploma or GED preferred.
- Minimum age 18.
- Familiarity with the rules of golf and golf course etiquette.
- Must possess valid CPR, First Aid, and AED Certifications or ability to obtain within 30 days of employment.
- Confident in the use of computers and tablets and able to be trained in software required to complete the functions of the position.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS

PHYSICAL REQUIREMENTS:

- Be responsive to visual and verbal alarms and other indications of distress.
- Required to lift to shoulder height and carry up to 50 pounds.
- Able to drive, climb in and out of golf carts, and other modes of transportation.
- Able to maneuver along walkways, trails and undeveloped areas.
- Able to effectively communicate orally (in person and over the telephone) and in writing (using electronic devices and handwritten) in English with other employees, vendors and the community.

WORKING CONDITIONS:

- Standard work hours will vary up to 30 plus hours per week to meet the needs of the clubhouse and will include evenings, weekends, and holidays.
- Climate controlled clubhouse with hazards typical to that environment.
- Occasional outdoor work may be required where heat, cold, precipitation, and the results of weather and nature may be encountered.
- During summer months outside temperatures can be over 100 degrees for entire scheduled work day.

Employer

City of Waukee

Address

236 W. Hickman Rd

Waukee, Iowa, 50263

Website

<https://www.waukee.org/>