



City of Grants

POSITION DESCRIPTION

POSITION TITLE: Golf Course Grill Attendant
DEPARTMENT: Golf Course Pro Shop
REPORTS TO: GC Department Head and Supervisor

POSITION SUMMARY: A grill staff position at Coyote Del Malpais golf course will have a wide range of duties as it pertains to the daily operations of the grill. The duties of this position start with the important task of customer service and customer satisfaction as it pertains to the beverages and food served here at the golf course. The main areas a grill staff member will be working in are at the grill, both taking and preparing food and drink orders, cleaning, stocking, opening and closing, with flexibility to work weekends and holidays. At times may have to check in golfers, and or set up tee times, performs additional related Pro-shop support duties as required.

PRINCIPLE RESPONSIBILITIES/REQUIREMENTS:

The Golf Course Grill attendant must be able to perform, but not limited to, the following essential job duties, with or without reasonable accommodation:

- Assist customers in food and beverage selection by describing special offerings or menu changes, answering food preparation questions, recording customer selections and upselling where possible. Relay orders to kitchen or prepare food directly, identifying any special requests and entering orders into register.
- Deliver orders to customers with appropriate accompaniments or garnishes. Ensure orders meet proper presentation and quality standards, package take-out orders as needed, and serve alcohol and nonalcoholic beverages.
- Process sales through the Point-of-Sale systems (POS)
- Maintain attractive food displays and clean tables, counters, dishes, chairs, floors and equipment. Ensure sufficient levels of inventory in storage rooms and refrigerators.
- Manage cash and balance register at the end of each shift. Inform management of supply shortages and upcoming events that affect grill/bar operations.
- Follow opening and closing procedures.
- Adhere to company policies and procedures regarding attendance, timekeeping, dress code and safety.
- Follows established processes and procedures based upon department policies.
- Performs similar or related duties as required or as situation dictates.

The above duties are normal for this position but dependent upon the level of skill, ability, and experience of the individual. They are not to be construed as exclusive or all inclusive. Other duties may be required and assigned. As a condition of employment, employees are required to perform other duties and special projects as assigned.

MINIMUM QUALIFICATIONS & OFFICIAL REQUIREMENTS:

- High School diploma, GED or equivalent required; Must be of legal age to sell and serve alcoholic beverages, applicable state card or certification required or obtained within the training period.
- Minimum of one (1)-year experience in related field preferred; experience handling cash and credit card transactions.
- Must be able to work a flexible schedule, perform multiple tasks and prioritize efficiently.
- Must possess or be able to acquire a standard New Mexico driver's license, have and maintain a good driving record;
- Must pass a pre-employment drug screen, and background check.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to greet and assist customers in a friendly and courteous manner.
- Ability and knowledge to process customer orders accurately and efficiently using the point of sale system/cash register.
- Ability to handle transactions with precision.
- Ability and skill to maintain cleanliness and organization in the grill and pro shop.
- Ability to work in a fast-paced environment.
- Ability to safely operate basic concession stand-style kitchen appliances, including a deep fryer, grill, and microwave.
- Ability to work flexible hours, including evenings, weekends, and holidays.
- Knowledge of computers, common office software, and internet usage.
- Knowledge of basic math skills and proficiency with cash handling.
- Knowledge of applicable liquor laws, procedures and policies, ability to determine signs of intoxication.
- Knowledge of proper food preparation, storage, and sanitation requirements.
- Knowledge of Food Service Regulations.
- Ability to communicate effectively, verbally and in writing; ability to meet deadlines.
- Ability to establish and maintain cooperative working relationships with those contracted in the course of the work.
- Ability to work independently, prioritize workload and meet deadlines.
- Ability to multi-task and able to move forward with multiple priorities; using good judgement about when to check in to provide updates or seek additional direction.
- Ability to work cooperatively with diverse groups, including city employees, city council, other agencies, and members of the public.
- Ability to read and understand information and ideas presented verbally and in writing.
- Skilled in understanding the implications of new information for both current and future problem-solving and decision-making.
- Skilled in giving full attention to what other people are saying, take time to understand the points being made, ask questions appropriate, and not interrupt at inappropriate times.

GENERAL CONDITIONS:

Residency: Employee must reside within reasonable commuting distance of the worksite.

Code of Conduct: Employee is accountable for being informed of and complying with the City's Code of Conduct.

Attitude: Employee is expected to exhibit a positive, constructive and cooperative attitude in the workplace and with the general public.

Initiative: Employee must exhibit high levels of personal initiative, mature self-direction and responsibility, and leadership are expected of the employee in this position.

Travel: Job performance is subject to moderate in-City vehicular travel and occasional external travel.

Limitations: Employee is responsible for informing the employer of any physical, mental or other factors which may substantially affect or limit ability to meet the demands of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

WORK ENVIRONMENT: Work is performed in both indoor and outdoor environments; work can occur in an office setting, on the grounds of the facility, and/or off site, this includes work in a food service environment. Exposure to all weather conditions and under sometimes extreme weather conditions; with exposure to a variety of safety hazards, including those hazards that are consistent with a kitchen or food service area. Exposure to wide temperature variations, including: dust, dirt, heat, cold, humidity, rain, snow, sleet, etc. Exposure to heights, fumes, odors, chemical and cleaning compounds, vibrations, and loud noise, constant noise; work on slippery or uneven surfaces. Work with water is likely. Occasional exposure to dangerous work conditions when out on the property. While working there is a risk of exposure to wild and domestic animals, and potentially small rodents or reptiles on the outer boundaries of the property. Allergic conditions, which would be aggravated when handling or working in an outdoor setting is possible.

Incumbent is required to maintain a well-groomed/neat appearance due to high public visibility. The operations of the Golf Course can be fast paced, high stress and very busy at times. The noise level in the work environment may reach high levels, and can be at consistent levels of frequency.

EXAMPLES OF WORK EQUIPMENT: Automobiles may be utilized in various weather and environmental conditions. Noise and vibration of electrical/mechanical equipment may occur. Kitchen equipment, tools, and appliances may be necessary during various work shifts; incumbent is expected to follow all safety procedures and minimize risk of hazards during operation of food service equipment. Extensive usage of computers and programs will be necessary. Incumbent will need to become familiar with the maintenance, usage, and proper care of standard Golf Carts and other machinery used in golf course operations.

The employee will have frequent contact with other employees in the assigned department, and often be required to interact with employees outside of the department, as well as the general public, and must remain calm and professional in tense, emotionally charged, and stressful situations. The employee is constantly required to change tasks frequently and to perform tedious exacting work. The employee may face difficult and stressful situations, and may be required to work under time pressures to meet deadlines, to perform multiple tasks simultaneously, and to work closely with others as part of a team.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT: Nothing in this job description restricts ability to assign, reassign, or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the City's current assignment of essential functions. Those functions may change at any time as the needs of the City change or for other reasons deemed appropriate by the City.

CITY MANAGER'S SIGNATURE:

the following signature indicates that the City Manager has approved this position description as of the date of signature.

City Manager

DATE

EMPLOYEE'S SIGNATURE:

the following signature indicates that the employee has read and understood the terms of this position description as of the date of signature.

Employee

DATE