



**DATE ISSUED:** 03/07  
**FLSA:** Non-Exempt  
**PTO:** COVS

## ***JOB DESCRIPTION***

### ***TITLE***

Coordinator, Golf Course Services

### ***JOB SUMMARY***

Performs duties in the retail operation of the TWU Golf Course under the direction of the golf course supervisor. Responsible for sales and rentals, inventory, financial reports, and scheduling/training/supervising student assistants. Work is performed under general supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ORGANIZATIONAL RELATIONSHIPS***

*Reports to:* Supervisor, Golf Course Marketing & Operations

*Supervises:* Student Assistants

### ***PRIMARY DUTIES - May include, but not limited to the following:***

Coordinates the retail operations of the Golf Course.

Coordinates the rental of golf carts.

Trains, schedules and supervises student assistants.

Monitors accounting of daily receipts.

Maintains inventory of merchandise sold at golf course.

Prepares daily reports.

Prepares monthly reports on finances, rentals, merchandise sales, memberships, and number of rounds played at the course.

Resolves patron concerns and complaints.

### ***ADDITIONAL DUTIES***

Conducts unit meetings and training sessions.

Attends departmental/divisional meetings and training sessions.

Performs other duties as requested.

### **EDUCATION**

High school diploma or equivalent required.

### **EXPERIENCE**

Two years of progressively responsible experience in a customer service/retail setting required. Supervisory experience preferred. Must be CPR/First Aid/AED certified within 90 days of hire.

### **REQUIREMENT**

Valid driver's license issued by the State of Texas and a safe driving record such as required to attain Driver's Authorization from the University.

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

Working knowledge of office practices and methods.

Ability to coordinate work with other employees, providing direct instruction or supervision as assigned.

Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.

Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to represent the department and University in a friendly, courteous, and professional manner.

Ability to respond to emergency situations in a timely manner.

Ability to use a personal computer and other office equipment.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25

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pounds. Specific vision abilities required by the job include ability to distinguish the nature of objects by using the eye.

### **WORK ENVIRONMENT**

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed indoors and/or outdoors. The noise level is usually low to moderate.

### **SAFETY**

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***