

**POSITION DESCRIPTION**

**Pro Shop / Boat Dock Attendant**

Reports To:	Pro Shop or Boat Dock Supervisor as assigned	Status:	Part Time, Seasonal (29 hours/week maximum – April 1 – October 31)
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Reporting Location:	Armco Park 1223 North State Route 741 Lebanon, OH 45036	Compensation:	Starting at \$13.60 per hour
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Revision Date: February 12, 2025 - ML

**Summary:**

Pro Shop / Boat Dock Attendants are front-line representatives of Warren County Park District to the public. They ensure a positive customer experience by providing excellent service while maintaining efficient Pro Shop and/or Boat Dock operations as assigned.

Pro Shop / Boat Dock Attendants are cross trained to work at both the Pro Shop and Boat Dock but will be assigned to one of the two locations as their primary work location. A Pro Shop / Boat Dock Attendant may be assigned or re-assigned to the Pro Shop or Boat Dock temporarily or on an ongoing basis, as business needs dictate.

**Characteristic Duties and Responsibilities – Essential Functions:**

- Sells golf passes, rents golf carts and related equipment, and prepares and sells food, beverages, and other concessions items.
- Rents watercraft and related equipment, assists with getting boats ready for guests, helps guests in and out of boats, cleans boats, hauls boats, handles and sells live bait, empties trash cans, sells fishing and/or launch permits, and sells concessions items.
- Tracks sales, uses cash register, issues receipts, makes change and handles cash and other payments accurately. Assists with inventory as assigned, answers the telephone using proper telephone etiquette, takes and conveys messages and handles routine requests for information as instructed.
- Prepares and maintains clean exterior and interior facilities in and around the Pro Shop/Boat Dock for use by customers and the public.
- Uses boat to assist guests on the water in the event of mechanical failure or other issue.
- As assigned and trained, recovers range balls using both mechanical and hand equipment; collects, organizes, and cleans range baskets and balls.
- Carries out opening and/or closing procedures as assigned/directed.
- Communicates equipment maintenance and safety issues to appropriate staff.
- Assists Customer Service Attendants with shelter beverage services.
- Assists with beverage sales for special events as needed or assigned.

WARREN COUNTY PARK DISTRICT  
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RETAIL ASSOCIATE (PRO SHOP / BOAT DOCK)

- Tracks inventory and notifies appropriate staff when orders need to be placed to maintain adequate supplies of concessions items.
- Educates park customers about park rules when needed. Reports persistent noncompliance to supervisor or Sheriff Department as appropriate.
- Assists with public programming and special events as assigned. Assists with related duties on a temporary basis in other areas of the park as assigned.
- Maintains accurate records of tasks performed including, but not limited to, inventories, time sheets, equipment usage, etc.
- Complies with applicable law regarding the sale of alcoholic beverages and requires the same of subordinates. Reports noncompliance to supervisor.
- Follows Park District policies, as applicable.
- Performs other duties as apparent or assigned.

**Required Knowledge, Skills, and Abilities:**

- Ability to attend work consistently and punctually according to the assigned work schedule.
- Ability to maintain a professional appearance appropriate to the position.
- Ability to work unsupervised, to organize and coordinate, to prioritize and self-initiate.
- Ability to communicate effectively, orally and in writing.
- Ability to operate a cash register to track and accurately handle payments and make change.
- Ability to maintain confidentiality on sensitive issues/non-public records.
- Ability to maintain a professional, cooperative working relationship with other staff members, volunteers, and the staff of other agencies.
- Ability to meet and deal with the public in a professional, helpful, and pleasant manner, always acting as a goodwill ambassador for the Park District.
- Ability to effectively, efficiently, and safely complete assigned tasks in a timely manner.
- Ability to be trained in, and apply knowledge of, applicable Ohio laws and regulations relative to the preparation, sale, handling and/or dispensing of alcoholic beverages and the safe preparation, sale, and handling of food in a retail environment.

**Required Education and Experience:**

- 18 years of age or older.
- Basic computer competency.
- Good character with no history of serious criminal activity (felony convictions).

**Preferred Additional Education and Experience:**

- Retail cash handling experience.
- General understanding of golf, boating, fishing.
- Experience working in a park agency or similar setting.

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RETAIL ASSOCIATE (PRO SHOP / BOAT DOCK)

- Food / beverage service experience.

**Work Environment & Schedule:**

Employment in this position is part-time and seasonal, with work hours scheduled as needed, not to exceed 29 hours per week. The season is generally April 1 – October 31. Work may include evenings, weekends, and holidays. This position must be available and willing to work a flexible work schedule. Ability to dress appropriately and work in all outside weather conditions; wet and/or humid conditions, extreme cold (below 32 F degrees) and extreme heat (above 90 F degrees). Ability to work around various outdoor contaminants and airborne and plant allergens. Some work assignments and tasks may require exposure to and work in inclement weather conditions.

**Physical Demands:**

General good health and ability to perform the essential functions of this job. While performing the duties of this job, the employee may be required to sit, stand, walk, use hands to finger, handle or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, talk or hear. The employee will occasionally lift and/or move up to 50 pounds (i.e. beverage cases or kegs). Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus. Ability to effectively and efficiently traverse improved (paved) and unimproved (natural) surfaces indoors and outdoors is also required.

The position functions and responsibilities are illustrative only and do not represent all the duties or tasks to be assigned or performed by an employee with this position title.

Alternates to the above qualifications may be acceptable, subject to Chief Executive Officer approval.