

POSITION DESCRIPTION

Pro Shop & Marina Supervisor

Reports To: Director of Operations Status: Intermittent, Year-Round
(Not to exceed average of 29 hours/week – Schedule varies based on season)

Reporting Location: Armco Park
1223 North State Route 741
Lebanon, OH 45036 Compensation: Starting at \$20 per hour

Revision Date: 09/15/26 - ML

Position Goal:

Provide excellent customer service while maintaining efficient Pro Shop and Marina/Boat Dock operations through direct work and effective supervision of Pro Shop and Boat Dock staff.

Characteristic Duties and Responsibilities – Essential Functions:

- Schedules and supervises the work of Pro Shop and Boat Dock staff. Acts as a working supervisor, performing the duties of a Pro Shop or Boat Dock Attendant as needed.
- Performs supervisory duties including scheduling, training, assigning work, directing and coordinating staff, providing consistent and frequent feedback, and conducting annual performance evaluations. Makes recommendations to the Director of Operations regarding hiring, promotion/demotion, and disciplinary actions.
- Tracks inventory, places orders, and makes purchases on behalf of the Park District to maintain adequate supplies of concessions items.
- Sells golf passes, rents golf carts and related equipment, and prepares and sells food, beverages, and other concessions items, and/or supervises staff assigned to do the same.
- 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 bait, empties trash cans, sells fishing and/or launch permits, and/or supervises staff assigned to do the same.
- Uses boat to assist guests on the water in the event of mechanical failure or other issue, and/or supervises staff assigned to do the same.
- Coordinates golf outings and school groups, educational programs, and special events related to golf and/or boating/fishing.
- Oversees and ensures timely completion of boating equipment maintenance, golf cart maintenance, and driving range ball pickup.
- Assists Park Security Attendants with shelter beverage services.

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- Assists with beverage sales for special events as needed or assigned.
- 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.
- Maintains clean exterior and interior facilities in and around the Pro Shop and Boat Dock for use by customers and the public, and/or supervises staff assigned to do the same.
- 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.
- Assists in the preparation of the Golf Course and Boat Dock budgets.
- Follows Park District policies, as applicable, and requires subordinates to do the same.
- Performs other duties as apparent or assigned.

Required Knowledge, Skills, and Abilities:

- Ability to work unsupervised, to organize and coordinate, to prioritize and self-initiate.
- Ability to communicate effectively, orally and in writing.
- Ability to train subordinates to carry out their job responsibilities.
- 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 and require the same of subordinates.
- Ability to maintain a professional, cooperative working relationship with other staff members, volunteers, and the staff of other agencies, and require the same of subordinates.
- 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, and require the same of subordinates.
- Ability to effectively, efficiently, and safely complete assigned tasks in a timely manner.
- Competent working knowledge of applicable Ohio statutes relative to the preparation, sale, handling and/or dispensing of alcoholic beverages.
- Competent working knowledge of Ohio and local regulations relative to the safe preparation, sale, and handling of food in a retail environment.

Required Education and Experience:

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- High School Diploma or equivalent.
- 21 years of age or older (due to alcohol sales and handling).
- Basic computer and software competency, which includes use of email, spreadsheets, and word processing.
- Good character with no history of serious criminal activity (felony convictions).
- Retail cash handling experience.
- General understanding of the sport and rules of golf.
- General knowledge of fishing, boating, and water safety.

Preferred Additional Education and Experience:

- Supervisory and/or management experience.
- Experience working in a park agency, golf course, or similar setting.
- Food / beverage service experience.

Work Environment & Schedule:

Employment in this position is intermittent year-round, with work hours scheduled as needed, not to exceed an average of 29 hours per week. More hours are anticipated during the Golf Course and Boat Dock seasons, generally April 1 – October 31, and fewer hours are anticipated out of season (November 1 – March 31), which will include several weeks with no hours scheduled. Work may include evenings, weekends, and holidays. This position must be available and willing to work a flexible work schedule. Ability to 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 will 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 regularly lift and/or move up to 50 pounds (i.e. beverage cases, kegs, kayaks, paddle boards, batteries, fishing boats). 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 Executive Director approval.