

POSITION DESCRIPTION

Pro Shop Attendant / Ranger

Reports To:	Golf and Marina Concessions Supervisor	Status:	Part Time, Seasonal (29 hours/week maximum – April 1 – October 31)
Reporting Location:	Armco Park 1223 North State Route 741 Lebanon, OH 45036	Compensation:	Starting at \$14 per hour
		Revision Date:	July 29, 2026 - ML

Summary:

Employees in the Pro Shop Attendant / Ranger position are front-line representatives of Warren County Park District to the public. They provide excellent customer service while supporting efficient Pro Shop and golf course operations. Depending on the assigned shift and business needs, employees perform customer service, retail, concessions, and facility duties in the Pro Shop and monitor golf course activity to promote an enjoyable, orderly, and safe experience. Employees may occasionally perform Boat Dock functions as assigned.

Characteristic Duties and Responsibilities – Essential Functions:

- Provide a welcoming atmosphere for customers and promote an enjoyable experience.
- Sell golf passes, rent golf carts and related equipment, and prepare and sell food, beverages, and other concessions items.
- Track sales, operate the cash register, issue receipts, make change, and handle cash and other payments accurately.
- Assist with inventory, answer the telephone using proper telephone etiquette, take and convey messages, and handle routine requests for information as instructed.
- Prepare and maintain clean interior and exterior facilities in and around the Pro Shop for use by customers and the public.
- Carry out opening and closing procedures as assigned or directed.
- As assigned and trained, recover driving-range balls using mechanical and hand equipment, and collect, organize, and clean range baskets and balls.
- Maintain communication with the Pro Shop and the Golf Maintenance Team regarding course conditions, the flow of play, customer concerns, and areas of the course that may need attention.
- Observe play on the golf course and help maintain the established pace of play.
- Assist golfers with course information, etiquette, and on-course concerns, communicating with supervisory staff as needed.

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- Communicate golf course rules and safety information in a calm, clear, and professional manner. Report persistent noncompliance to the supervisor or Sheriff's Office as appropriate.
- Remind golfers of their responsibilities for the care and upkeep of the golf course, including repairing pitch marks and divots, raking bunkers, and operating golf carts appropriately.
- Remove litter, replenish supplies, and address minor maintenance items in and around the Pro Shop and golf course as needed or assigned.
- Communicate equipment maintenance and safety issues to appropriate staff.
- Track inventory and notify appropriate staff when orders are needed to maintain adequate supplies of concessions and operational items.
- Comply with applicable laws and Park District procedures regarding the preparation and sale of food and alcoholic beverages, and report noncompliance to the supervisor.
- Assist with golf outings, shelter beverage service, public programming, and special events as needed or assigned.
- Occasionally perform Boat Dock functions as assigned.
- Assist temporarily in other areas of the park as assigned.
- Maintain accurate records of tasks performed, including inventories, time sheets, equipment usage, and other required records.
- Follow Park District policies, as applicable.
- Perform 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 with limited supervision, organize and coordinate work, prioritize tasks, and self-initiate.
- Ability to communicate effectively, orally and in writing.
- Ability to operate a cash register, accurately handle payments, and make change.
- Ability to maintain confidentiality regarding sensitive issues and non-public records.
- Ability to maintain professional and cooperative working relationships with staff members, volunteers, and representatives of other agencies.
- Ability to interact with the public in a professional, helpful, and pleasant manner while serving as a goodwill ambassador for the Park District.
- Ability to complete assigned tasks effectively, efficiently, safely, and in a timely manner.
- Ability to safely operate a golf cart and assigned range equipment.

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- Ability to learn and apply applicable Ohio laws and regulations concerning the preparation, sale, handling, and 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.
- General knowledge of the sport and rules of golf.
- Good character with no history of serious criminal activity, including felony convictions.

Preferred Additional Education and Experience:

- Retail cash-handling or customer-service experience.
- Experience working in a park agency, golf course, recreation facility, or similar setting.
- Food and 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 schedule. Work is performed both indoors and outdoors and may involve wet or humid conditions, temperatures below 32 degrees Fahrenheit or above 90 degrees Fahrenheit, outdoor contaminants, airborne and plant allergens, and inclement weather.

Physical Demands:

General good health and the ability to perform the essential functions of this job are required. 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. This position may require long periods of standing and/or walking. The employee will occasionally lift and/or move up to 50 pounds, including beverage cases or kegs. Specific vision abilities required by this job include close vision, peripheral vision, and the ability to adjust focus. The ability to effectively and efficiently traverse improved (paved) and unimproved (natural) indoor and outdoor surfaces is also required.

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

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