



TOWN OF BREWSTER, MA JOB DESCRIPTION

Title: Senior Department Assistant	Classification: Union, OPEIU
Department: Golf	Grade: OP2
Reports to: Director of Golf Operations	FLSA Status: Non-Exempt
Effective Date: 9-14-21	

Summary

Position performs a wide range of administrative and clerical support services to the Director of Golf Operations, the Golf Department, and members and guest of the golf course in support of the operation of the department; performs all other related work as required.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Answers the phone and assists members, guests, and the public; relays information in person, by phone, in writing and by electronic media; provides information about department programs and procedures, including but not limited to membership and special functions.

Performs a range of clerical duties including, but not limited to; maintains files for golf course records, verifies, processes and monitors the department payroll, expenditures, and accounts payable consistent with budget appropriations, process accounts receivables, procurement of office supplies or equipment, sorting of department mail, assists in producing a variety of reports, including financial reports. Manages the day-to-day activities of the office.

Post meeting notices, prepares agendas and distributes meeting materials prior to meetings and ensures compliance with the State's open meeting law. Attends meetings as required, including evening meetings, and produces meeting minutes.

Process season pass holder applications. Input data for daily revenues and play totals.

Assists with event coordination, including but not limited to, arranging services, hotel reservations, group payments, and tracking hotel receivables.

Assists Director of Operations in maintaining social media presence via social media posts, website updates and maintenance, and email blasts to members.

Occasionally may serve as back up for pro-shop staff, checking in customers and selling pro-shop merchandise.

Supervision

Supervision Scope: Performs varied and responsible functions requiring a working knowledge of departmental operations and the exercise of judgment and initiative, particularly in situations not clearly defined by precedent or established procedures.

Supervision Received: Works under the general supervision of the Director of Golf Operations, following department rules, regulations and policies; duties require the ability to plan and perform operations and

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independently complete assigned tasks, according to prescribed time schedules.

Supervision Given: None.

Recommended Minimum Qualifications

Education, Training and Experience

High school degree required. Advance training desired; Associate's degree is desired; minimum two years office experience or related experience required; municipal experience preferred; or an equivalent combination of education, training and experience.

Knowledge: Knowledge of office practices and procedures; knowledge of the basic financial record keeping; familiarity with town government; knowledge or ability to learn state and local laws required to become proficient. Working knowledge of the game of golf.

Ability: Ability to interact appropriately and tactfully with the public; ability to develop an understanding of regulations; ability to maintain detailed records; ability to learn and explain Department regulations; ability to explain Department policies and procedures to the public; ability to work independently; ability to follow detailed timetables.

Skill: Excellent customer service and organization skills, excellent written and verbal communication skills, excellent computer skills including MS Office applications.

Job Environment

- Majority of work is performed under typical office conditions, with frequent interruptions to respond to requests for information or service; work is subject to fluctuations, and administrative deadlines. Employee routinely attends committee/commission meetings.
- Operates a computer, telephone, copier, printer, calculator, telephone, facsimile machine, and all other standard office equipment.
- The employee has frequent contact with department and town employees, town officials, members of the public, and vendors.
- The employee has access to department confidential information.
- Errors could result in delays or loss of service, monetary loss, lower standards of service and possible negative public relations for the department.

Physical Requirements

The physical demands described 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 position's essential functions.

While performing the duties of this job, the employee is frequently required to sit, communicate, or hear; occasionally required to walk, must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 20 pounds. Vision and hearing at or correctable to normal ranges to read documents and analyze data. This position requires the ability to operate a keyboard at efficient speed.

This 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.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer

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