

Job Task Analysis

Golf Shop Assistant



Job Description:

Job overview: The Golf Shop Assistant is responsible for ensuring the effective operation of the RACV Golf Shop by maintaining knowledge of the Golf and leisure facilities and the provision of related leisure services. The role is focused on ensuring that the daily requirements are delivered to a consistently high standard and that the appropriate level of service to members, guests and visitors is maintained and departmental, divisional and corporate objectives are achieved while building member benefit and generating increased business opportunities.

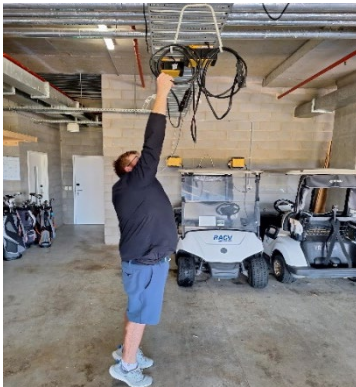
Environment: Indoors and outdoors, driving, expose to chemicals

Psychosocial demands: Close interaction with work colleagues, low risk of aggressive customers.

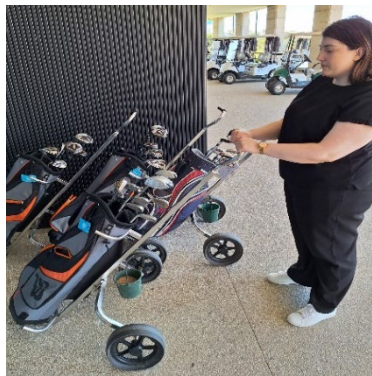
Shifts: 7am-6pm daily.

PPE: Uniform, Closed shoes.

Golf cart cleaning tools



Golf buggy preparation



Cleaning golf cart



Key Tasks:

1. Customers service and sales within on site golf shop
2. Preparing and delivery of golf buggy, golf bags and golf clubs for customers
3. Answering enquiries in relation to bookings
4. Preparing golf carts
5. Retrieving, inspection and cleaning of golf carts
6. Driving food and drinks cart around course
7. Basic admin tasks

Postural Tolerance	O	F	C	Comments
Sit	√			Rest breaks
Stand			√	At service desk
Walk			√	Around shop
Kneel				N/A
Squat	√			Cleaning of carts
Crawl				N/A
Twist	√			Avoid by moving feet

Material Handling	O	F	C	Comments
Lift		√		Golf clubs/ accessories
Carry		√		Golf clubs/ accessories
Push		√		Golf buggies
Pull		√		Golf buggies
Reach	√			Cleaning of carts
Grip	√			Use of cleaning tools
Driving	√			Golf carts

Job Modifications:

- Retail tasks only
- Limit manual handling tasks
- Seat provided at shop counter

Alternate Duties:

- Admin tasks