

Position Title	Golf Course Assistant
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	Sefton Golf Course
Supervises	Nil
Reports To	Coordinator Leisure and Wellness Programs
Grade	A
Date Prepared	19/08/2026
Date Last Updated	19/08/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary Purpose of Position

To Deliver a quality customer experience for the users of the Sefton Golf Course line with Councils organisational values and the Sefton Golf Customer Service Charter

Accountabilities

- Serve as first point of contact for customer enquires and transactions, ensuring service standards and performance objectives are achieved
- Perform cashiering duties including the use of the POS system, reporting and Balancing
- Ensure that all customers complaints and compliments are dealt with in a professional and courteous manner or escalated to Team Leader and coordinator where required
- Assist with Golf Functions and Events
- Assist with shop sales, including golfing equipment and accessories
- Provide administrative support as required or as directed by Team Leader, coordinator and Manager
- Answer phone enquires
- Carry out other office duties such as data entry, filling, photocopying, mail distribution, golf course bookings and supply management
- Cooking and food preparation duties
- Assist with general duties relevant to th operationof the golf course
- General daily cleaning duties such as eating ares and toilets
- Ensure compliance with all Council policies and procedures
- All other duties within skills, competence and training as required by the team Leader, Coordinator or Manager

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Trades / Operational

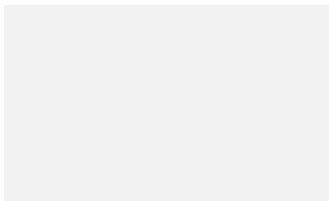
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Intermediate
	Display Resilience	Foundational
	Act with Integrity	Intermediate
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Foundational
	Customer and Community Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Intermediate	• Understands what needs to be done and steps up to do it • Pursues own and team goals with drive and commitment • Shows awareness of own strengths and weaknesses • Asks for feedback from colleagues and stakeholders • Makes the most of opportunities to learn and apply new skills
Relationships		
Customer and Community Focus	Intermediate	• Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results		
Think and Solve Problems	Foundational	• Finds and checks information needed to complete own work tasks • Breaks down information and issues into component parts • Thinks through the options available and checks his/her suggested approach • Refers complex issues and problems to a manager/ supervisor
Resources		
Assets and Tools	Intermediate	• Uses a variety of work tools and resources to enhance work products and expand own skill



- Ensures others understand their obligations to use and maintain work tools and equipment appropriately
- Contributes to the allocation of work tools and resources to optimise team outcomes

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Current First Aid and CPR Certification
- Working with Children Check

Essential Experience

- Demonstrated understanding and knowledge of the golf industry, including rules, handicap system, and equipment and golfing accessories.
- Experience in customer service environment and excellent customer service skills
- Experience using a Point of Sale System, reporting and balancing
- Administration experience and Basic Computer skills
- Strong verbal communication skills
- Demonstrated ability to accurately handle and reconcile cash transactions

Desirable Qualifications and or Experience

- Qualifications specific to the golf Industry
- Experience working in a recreational facility or similar environment
- Experience in providing golfing clinics and / or lessons

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☒	☐
Does this position require incumbent to undergo criminal reference check?	☐	☒
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☐	☒