



JOB DESCRIPTION

Job Title	Bowling Attendant.
Management Level	Level 12
Department	Gymkhana & Sports Department
Reporting To	Sports Supervisor
Direct Reports	None

Overall Purpose:

To support the smooth operation of assigned sports sections by maintaining cleanliness, equipment readiness and member assistance to ensure an excellent sports experience.

Key Responsibilities

1) Cleanliness, Organization and Safety of Assigned Sports Sections.

- Maintain cleanliness and orderly presentation of assigned sports sections.
- Keep activity areas clear, organized and ready for use.
- Identify and report hazards or conditions that may affect safe use of the facilities.

2) Equipment and Facility Readiness.

- Set up equipment and activity areas for daily sports and recreational activities.
- Conduct routine checks of equipment and facilities and report faults or defects.
- Ensure equipment required for scheduled activities is available and ready for use.

3) Member Assistance and Service Support.

- Assist members and guests in accessing assigned sports facilities and equipment.
- Respond to routine enquiries and provide appropriate information within the scope of the role.
- Maintain courteous and professional conduct when interacting with members and guests.

4) Bookings and Facility-Access Support.

- Support booking and facility-access administration as directed.
- Verify or communicate relevant booking and access information in accordance with established procedures.
- Report booking or facility-access issues to the relevant supervisor.

5) Sports Events and Competition Support.

- Assist in setting up and breaking down areas and equipment for sports events and competitions.
- Prepare equipment and activity areas in accordance with event requirements.
- Support the smooth movement and storage of equipment during and after events.

6) Equipment Storage and Care.

- Return equipment to designated storage areas after use.



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- Maintain orderly storage of sports equipment and related items.
- Report damaged, missing or deteriorated equipment to the relevant supervisor.

7) Health, Safety and Environmental Compliance.

- Comply with Club health, safety and environmental requirements.
- Use equipment and facilities in accordance with established safety procedures.
- Promptly report accidents, hazards, unsafe conditions and other incidents to the relevant supervisor.
- Perform any other related duties assigned by the supervisor.

Key Measures of Performance

Key Result Area	Key Performance Indicator	Measure
Cleanliness, Organization and Safety of Assigned Sports Sections	Sports section standards	Cleanliness, orderliness and safe presentation of assigned areas
Equipment and Facility Readiness	Equipment and facility readiness	Availability, condition and readiness of equipment and activity areas
Member Assistance and Service Support	Member service	Quality, responsiveness and professionalism of assistance provided to members and guests
Bookings and Facility-Access Support	Booking and access support	Accuracy and timeliness of assigned booking and facility-access activities
Sports Events and Competition Support	Event support	Timely and effective completion of assigned event setup, breakdown and support activities
Equipment Storage and Care	Equipment management	Proper storage, handling and care of sports equipment
Health, Safety and Environmental Compliance	Safety and environmental compliance	Adherence to Club requirements and timely reporting of hazards, incidents and unsafe conditions

Minimum Qualifications & Experience

Requirement	Minimum Requirement
Academic Qualification	KCSE
Professional Certification	First Aid awareness or basic first aid training will be an added advantage
Sports and Recreation Facilities	Basic knowledge of sports and recreational facilities, equipment and their appropriate use
Equipment Handling and Care	Basic knowledge of the proper handling, storage and care of sports equipment
Health and Safety	Basic knowledge of workplace, sports facility and personal safety practices



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Customer Service	Basic knowledge of courteous customer service and appropriate interaction with members and guests
Cleanliness and Hygiene	Basic knowledge of cleanliness, hygiene and orderly maintenance of sports and recreational areas
Environmental Practices	Basic knowledge of appropriate waste handling and environmental practices within sports and recreational facilities
Club Procedures	Basic knowledge of Club rules, procedures and standards relevant to the operation of assigned sports sections
Experience	Minimum 1 year in a sports or leisure facility support role.

Key Relationships

Internal	
Contact	Nature of Interaction
Sports Supervisor	Reporting, daily task direction and operational guidance
Other Section Attendants	Coordination of daily activities, equipment and facility requirements

External

Contact	Nature of Interaction
Members & Guests	Facility access, routine assistance and customer service
Sports Equipment Suppliers / Service Providers	Reporting equipment issues and providing information on equipment condition as required

Agreed and accepted by:

Job Holder Signature	_____ Date: _____
Line Manager Signature	_____ Date: _____
HR Manager Signature	_____ Date: _____
General Manager Signature	_____ Date: _____