



JOB POSTING – Nicklaus North Golf Course

Position Title:	Golf Operations Manager/Associate Golf Professional	<i>Snowcapped peaks, a brilliant emerald-colored lake, majestic fir trees, and fresh, invigorating mountain air. This is the setting that inspired the great Jack Nicklaus to create a course as unique as himself. This par 71, 18-hole course winds along a gentle valley floor offering you a spectacular setting as your golfing skills are tested to the fullest. Just minutes from Whistler, British Columbia, Nicklaus North stands out as one of the great courses in North America. It's no wonder this is one of very few elite golf courses in the world to which Jack has been inspired to add his name. Nicklaus North is owned and operated by the GolfBC Group - golfbc.com.</i>
Department:	Golf Operations	
Reports to:	Director of Golf	
Job Type:	Seasonal, full-time March - November	
Application Deadline:	January 31, 2018	
Start Date:	March 1, 2018. Flexible.	

POSITION SUMMARY

Working closely with the Director of Golf, the Golf Operations Manager/Associate Golf Professional is responsible for the proficient management of the day-to-day golf operation. The successful candidate will be able to recognize the importance of: contributing to a cohesive team environment; being an effective communicator; being efficient and organized; being a constant learner; supporting other Team Members; and providing service excellence to Members and guests at every moment.

POSITION OBJECTIVE

1. To ensure the proficient operation of the Golf Shop and Outside Services.
2. To coach, develop and train Team Members, including weekly scheduling and team meetings.
3. To ensure that world class authentic guest service is provided.
4. To assist in managing the retail and golf operations as profitably as possible.

DUTIES AND RESPONSIBILITIES

1. **Golf Shop**
 - Assist in ensuring that all budgets are adhered to during appropriate time periods.
 - Assist in ordering, receiving, pricing, displaying, and selling merchandise.
 - Maintain and administer the tee sheet for maximum play and yield.
 - Maintaining inventory controls.
 - Maximizing revenue potential of the Golf Operations Department.
 - Supervising Golf Operations team members.
 - Scheduling within allotted budget for Golf Shop team members.
 - Training team members on Golf Shop policies and procedures.
 - Effectively communicating with outside services to ensure guest satisfaction and efficient timing.
 - Working effectively with other team members in all departments.
 - Assisting with large groups and tournaments to ensure that guests' expectations are exceeded.
2. **Teaching and Playing**
 - Teaching lessons to guests and members as required.
 - Administering lesson programs.

- Playing with media/writers/members as required.
- Custom fitting golf clubs through various fitting systems for members and guests.

3. Team Member Development

- Interview, hire, train, direct, and supervise Golf Operations Team Members.
- Providing leadership, motivation, and direction.
- Providing regular and effective communication and feedback.
- Conducting formal performance evaluations during appropriate timeframe.
- Developing a team oriented environment, dedicated to exceeding guest expectations.
- Ensuring that GolfBC human resource policies promote fair treatment to all team members.

4. Guest Experience

- Ensure innovative ideas are implemented to exceed guest expectations.
- Develop a team that is knowledgeable and empowered, use cutting edge operational tools to ensure consistency.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

- Solid understanding of the golf club environment
- Background experience in the golf industry
- Education related to the industry
- Problem solving and decision making abilities
- Member in good standing within the PGA of Canada. Associate designation is an asset.
- Teaching and Coaching Certification from the PGA of Canada
- High level of organizational skills
- Exceptional communication skills
- Quick evaluation and decision making abilities
- Strong comprehension of English Language (oral and written)
- Must be able to work in a fast-paced environment
- Must be organized and maintain a positive attitude

SALARY AND BENEFITS

Seasonal full time March – November
Salary is based on experience
80% of all instructional revenue
Clothing allowance
PGA of Canada dues
Staff Equipment Package

TO APPLY

Please send your resume and cover letter to:
Andrew Smart, Director of Golf
asmart@golfbc.com
Posting closes January 31, 2018

OUR CORE STANDARDS

Live our core standards – F.I.R.S.T.

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance