



JOB POSTING – Nicklaus North Golf Course

<b>Position Title:</b>	Guest Services Supervisor	<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 - <a href="http://golfbc.com">golfbc.com</a>.</i>
<b>Department:</b>	Golf Operations	
<b>Reports to:</b>	Golf Operations Manager and/or Director of Golf	
<b>Job Type:</b>	Seasonal, full-time March - November	
<b>Application Deadline:</b>	April 15, 2018	
<b>Start Date:</b>	May 4, 2018. Flexible.	

**POSITION OBJECTIVE**

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1. To ensure the proficient operation of the outside services, practice facility, and PA/Starters.
2. To coach, develop and train Team Members.
3. To ensure that exceptional customer service is provided and that our guests enjoy a great golf experience.

**DUTIES AND RESPONSIBILITIES**

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1. **Outside Services**
  - Overseeing the guest services to ensure guest flow is smooth and that guest expectations are being exceeded.
  - Maintaining power cart fleet and communicate effectively with course Mechanic.
  - Maintaining inventory of relevant stock items: tees, scorecards, yardage guides, divot tools, pencils, ball markers, etc.
  - Ensuring that regular rental club inventory is being maintained throughout the year.
  - Working closely with Tournament Coordinator to ensure that all tournament groups are set up in a timely effective manner.
  - Scheduling outside services team in an effective manner within the restraints of the budget.
  - Ensuring pace of play standards are met.
  - Filing bi-weekly payroll for outside services team.
2. **Team Member Development**
  - Interviewing, hiring, training, directing, and supervising the outside services team.
  - Providing leadership, motivation, and direction to individuals and the team.
  - Ensuring timely and ongoing training of direct reports.
  - Providing regular communication and feedback to outside team members.
  - Conducting formal performance evaluations as scheduled.
  - Developing a team oriented environment, dedicated and committed to quality and guest satisfaction.
  - Ensuring that GolfBC human resource policies promote the fair treatment of all employees.

**3. Guest Experience**

- Ensuring that Team Members are trained to exceed guest expectations to 95% of met or exceeded expectations per the guest comment card.
- Developing a team that is knowledgeable and able to answer questions about the property and company.

**Technical Skills, Knowledge and Abilities**

- Understanding and knowledge of the Golf course industry.
- Strong public relations and human resources knowledge.
- Knowledge of Club Car golf cart operations.
- 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.
- Exceptional leadership qualities.

**Work Characteristics**

- Primarily outside work requiring heavy lifting
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary

**TO APPLY**

Please send your resume and cover letter to:

Andrew Smart, Director of Golf

asmart@golfbc.com

Posting closes March 31, 2018

Start Date: May 4<sup>th</sup> - Flexible

**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