



## POSTING – TALKING ROCK GOLF COURSE AND QAAAOUT LODGE

EXTERNAL POSTING CLOSE DATE: November 27, 2020

POSITION TITLE: Assistant Golf Professional  
DEPARTMENT: Golf  
REPORTS TO: Director of Golf and Golf Operations Manager

### Job Purpose:

To assist and collaborate with Golf Operations Manager & Director of Golf to control all aspects of the Pro Shop, driving range, cart fleet, and golf related operations for the Talking Rock Golf Course. As well as promoting the resort through the organization of tournaments, programs, events, and providing golf instruction to the general public.

### Responsibilities:

- Manage, motivate, train, and mentor pro shop, kiosk and guest service staff while ensuring relevant HR policies are followed (appraisals, discipline, etc.)
- Assist in the organization & direction of service levels based on well-defined service expectations.
- Assist in the purchase and control of pro shop inventory, continually using resourcefulness to improve the overall profitability
- Assist and collaborate with planning and implementation of special events and tournaments
- Assist in the management of selling and customer service activities and staff competencies in this area, to optimize and sustain sales performance, profitability, and customer satisfaction.
- Ensure health and safety regulations are followed in accordance with company policies and relevant law. Act as Golf Operations representative for Resort OH&S Committee.
- Develop relationships with current and future suppliers
- Develop personal skill and capability through on-going training and mentorship
- Monitoring pro shop financial performance, recognizing discrepancies, and reporting to senior management
- Act as lead on ensuring accuracy of all golf group & Tour Operator billings.
- Build a collaborative relationship with all golf staff to provide a unified team approach to excellence in product quality and service.
- Monitor the reputation of Talking Rock through online channels and with various golf organizations, community groups and the public. Assist the Director of Golf in development and management of content for all golf related media.
- Monitor all golf play; enforce golf rules and regulations; police the course to regulate play and the conduct of players

- Provide, schedule, and instruct golf lessons to the general public and groups. Act as lead on all Junior Golf Instruction
- Instruct and monitor LSLB Community golf programs
- Manage growth and mentorship of Junior Golf Program
- Additional tasks and responsibilities which align with the job purpose and overall success and betterment of the Talking Rock Golf Course

**Knowledge, skills, and requirements:**

- Superior interpersonal skills inclusive of tact and discretion when applicable.
- Able to multi-task and remain organized and professional.
- Competent assuming responsibility and accountability for department and Resort property
- Excellent communication skills (written and oral)
- Ability to maintain high and consistent standards
- Excellent analytical and problem-solving skills
- A strong work ethic
- High level of integrity (honesty, trustworthiness, and professionalism)
- Knowledge and understanding of emergency procedures including OH&S rights and responsibilities.
- Criminal record check
- Valid Driver's License
- Apprentice or Class A Professional/Member in Good Standing with the PGA of Canada
- Golf Retail and Golf Service experience is required
- Fundamental knowledge of the game of golf, rules of golf, golf facility operations and tournament operations.
- Ranking in the PGA of BC Top 100 is an asset

**Salary and Benefits:**

- Hourly Wage of \$18.00 - \$20.00 Commensurate with Experience
- 10 Month Employment (12 Month potential based on successful winter sales growth)
- 70% Of all Private Lessons taught
- \$30 Per Hour for Golf School and Kids Camp Instruction (In addition to Salary)
- PGA of Canada Dues Paid
- Education Allowance
- Clothing Allowance
- Equipment Package (to be returned at the end of the season)
- 5 Day work weeks with limited Overtime Requirements

**APPLICATION DEADLINE:** November 27, 2020

**START DATE:** March 1, 2021

If you possess the necessary qualifications and skills, please forward your cover letter, resume and references in strictest confidence by deadline to the Director of Golf Nathan Grieve at [ngrieve@quaaoutlodge.com](mailto:ngrieve@quaaoutlodge.com)