



## OPPORTUNITY:

Title: Coordinator, Golf Services  
Reports to: Senior Manager, Member Services  
Location: Golf Canada Head Office  
Status: Full Time  
Ideal Start Date: July 11, 2022

## PRIMARY DUTIES:

### **Designated Account Representative** **30%**

- Act as an account rep for member clubs in selected provinces. This includes supporting the provincial staff, technical support, agreements, paperwork completed, promoting, transferring and promoting sales.

### **Member/Customer Service** **50%**

- Provide customer service and Score Centre support for member clubs and golfers
- Primary point of member services i.e. transfers, merging, account modifications
- Make recommendations for improved user experience, better customer service

### **Golf Services Communication Planning** **10%**

- Assist planning and scheduling member specific communications
- Work with the Communications team and other Golf Services team members on drafting content.

### **Systems** **10%**

- Update and maintain the Member Club database with club information
- Data entry and maintenance of Golf Canada Score Centre and CRM Database

### **Other duties as required**

## REQUIRED SKILLS, KNOWLEDGE, & ABILITIES:

- Bilingual skills (French and English) are considered an asset.
- Excellent organizational skills
- Strong interpersonal skills
- Customer service experience
- Excellent Communication skills
- Competency with Microsoft Office Programs (Outlook, Excel, Word, PowerPoint)
- Ability to work in groups and independently
- Manage multiple priorities
- Ability to meet deadlines and work in a fast-paced environment
- Flexible hours / some weekends
- Golf knowledge is considered an asset but not required.

## APPLICATION DETAILS:

Golf Canada - Human Resources  
1333 Dorval Drive, Suite 1  
Oakville, ON L6M 4X7  
Email: [resumes@golfcanada.ca](mailto:resumes@golfcanada.ca)  
Visit: [www.golfcanada.ca](http://www.golfcanada.ca)

One (1) position available. Golf Canada will interview up to ten (10) candidates. Forward cover letter and resume, by e-mail or mail only, NO PHONE CALLS PLEASE to the above contact by **11:59pm, June 12, 2022**. Golf Canada thanks all applicants but will contact only those who will be invited for an interview.

Golf Canada's regular hours of work are 40 hours per week, namely Monday to Friday, 8 hours a day and 5 days a week including a one-hour lunch. However, the demands of your position may require your hours of work to vary to meet the objectives of your employment. Due to the nature of this position, there may also be some travel required and the need to work some weekends.

Golf Canada is committed to providing a safe environment for all, especially children. All applicants will be thoroughly screened using background checks and a review process.

Golf Canada's core values are "Fun, Excellence, Inclusion, Respect, Accountability" and while these are included in each employee's offer of employment and annual employment letters, these core values are also an integral part of the Golf Canada's recruitment, hiring and annual review process.

Golf Canada is dedicated to employment equity and fostering diversity within the workplace in order to build an inclusive workforce where all employees have the opportunity to reach their potential.

Golf Canada is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation during any stage of the recruitment process, please notify Human Resources at 905-849-9700.