

## **Station Creek Golf Club is Hiring!**

### **SCOPE OF POSITION:**

Reporting to the Regional Executive Director of Operations, the Director of Operations is responsible for providing effective leadership at the club. Specifically, he/she will make certain that all club employees are aligned with both the club and ClubLink's business objectives and in so doing ensure that the club's financial, member service and employee engagement targets are met.

### **JOB RESPONSIBILITIES:**

#### Leadership

- Identify, hire and develop key management employees, ensuring that they receive the proper training/instruction in order to maximize their effectiveness in their day-to-day activities.
- Manage the performance of each of the department managers at the club, setting clear expectations, providing regular feedback and ongoing coaching in an appropriate manner.
- Ensure professional development opportunities are made available to the management team and their staff.

#### Sales and Financial Management

- Proactively manage club budget including the labour and expense budgets, ensuring that Member and guest service expectations and overall company goals are being met.
- Actively seek incremental sources of revenue through banquets and events, increasing merchandise sales and maximizing the tee sheet.
- Actively seek new Membership opportunities with guests and other potential prospects.
- Assist in the development of club capital budgets, overseeing that all projects are carried out properly and within budget.
- Accountable for all purchasing at the club.

#### Member Relations

- Champion all Member and guest relations initiatives and act as the main point of contact at the club relative to Member or guest issues and concerns.
- Develop and maintain positive relationships with individual Members and Member groups, proactively seeking ways to improve member and guest satisfaction.

### **QUALIFICATIONS:**

- 7+ years of relevant management/leadership experience.
- College/University Diploma in a related field. Experience/knowledge of golf club operations including knowledge of turf, clubhouse and golf operations would be an asset.
- Demonstrated time management, organization and oral and written communication skills within a multi-unit operation.
- Proven track record of sales and sales leadership success, preferably within the golf industry, and a passion for sales and marketing.

- Strong training & coaching skills.
- Well-developed strategic planning skills and even stronger execution skills a must.
- The ability to manage multiple and competing tasks/priorities.
- Proven experience understanding and analyzing budgets.
- Expert Member and guest service skills.
- A history of innovation and a dedication to personal improvement.

This is a Full-Time, Permanent Position.

**Accessibility requirements**

ClubLink strives to create a respectful, accessible and inclusive work environment. This includes providing services in a manner that is accessible to all clients, employees, job applicants, suppliers and visitors. Upon individual request, ClubLink will endeavour to remove any barrier to the hiring process to accommodate those candidates with disabilities.

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