

**LOCATION**

Innisfil, Ontario

COURSE WEBSITE

<https://www.fridayharbour.com/golf-the-nest>

EMPLOYMENT TERM

Permanent

START DATE

ASAP

PGA OF CANADA SPECIALIZATION

Golf Operations



Golf Club Manager

The Nest Golf Club is seeking the services of a Golf Club Manager to manage all aspects of the Nest Golf Course.

ABOUT COURSE

The Nest Golf Club was established in 2018 and was originally designed by Doug Carrick. A par-72 championship golf course with 18 holes of tranquil beauty set along Lake Simcoe. Sculpted dips and hollows that add challenge and inspire precision, this world-class semi-private course boasts stunning varied landscapes from every vantage point.

The Nest features 9 holes out and the back 9 returning, allowing you to enjoy the traditional “after work” Friday game, with enough time for many more pleasures to round out your evening at Friday Harbour Resort.

JOB SUMMARY

The Nest Golf Club Manager is responsible for the professional management of all aspects of the Nest Golf Course. This individual is responsible for leading and coaching colleagues in delivering an extraordinary guest service experience. The Nest Golf Club Manager will also be responsible for leading and providing instruction to groups and individuals that is of a consistently high quality and meets or exceeds customer needs and expectations.

RESPONSIBILITIES

- Lead the day-to-day operations in all aspects of the management of the club facilities, including golf operations, course maintenance, guest services and food and beverage
- Hire, train and lead employees towards a successful operation of the golf course
- Oversee the care and maintenance of all the facility's physical assets and each individual facility
- Responsible for ensuring a well-appointed golf course and practice facilities to achieve the best playing conditions
- Ensure The Nest Golf Club is well appointed, clean and maintained
- Develop operating budgets and administer those budgets on an ongoing basis by monitoring and tracking expenses
- Ensure expenses and course costs are controlled and maintained within budget
- Hire, train, coach and develop a successful and enthusiastic team, engaging in performance development and positive coaching

Golf Club Manager

- Manage scheduling in accordance with employment policies and budget targets
- Ensure that all time management and payroll processes are carried out accurately and timely
- Assist in development and implementation of department orientation and training
- Together with the Director, develop strategies to improve financial performance
- Complete scheduled inventories, stock and requisition necessary supplies
- Build relationships with customers and deliver excellent guest service by engaging and connecting with them and responding to their needs
- Accountable for monitoring tee time organization, golf rounds, pace of play and no shows
- Ensure proper billing for all lessons, programs and events
- Yearly production of The Nest Golf Club calendar of events and execution of each event
- Champion the point of sales system
- Enforcement of all rules and regulations governing the use of the golf course and golf carts
- Ensure golfers are aware of and adhere to rules and regulations
- Promote the sales of all golf shop merchandise and assorted products
- Stay current and ultimately be recognized as a leader in the golf industry utilizing innovation and creativity whilst striving to establish industry standards
- Ensure all departments are informed when events are taking place regarding requirements
- Communicate with resort colleagues and departments regarding day to day operations
- Organize, promote and deliver effective instruction for guests, ensuring needs are identified
- Plan and deliver instruction to develop performance
- Ensure effectiveness of sessions are evaluated and reviewed
- Liaise with Director, to conduct promotional events focused on equipment and custom fitting to stimulate product sales
- Organize, promote and deliver golf events that generate new participants or which grow the amount of golf played by established golfers
- Achieve revenue and contribution targets for the golf facility
- Develop the facility's reputation of consistently delivering high quality coaching and expert advice and service in the golf shop
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

QUALIFICATIONS

- University degree preferred in golf course management, business administration, hotel and restaurant management, or a related field
- Previous Leadership experience and understanding of the golf club and hospitality business
- Experience managing golf operations, food and beverage operations and special events
- Minimum 5 years as an Assistant Manager or Club Manager
- Member in good standing of The Professional Golfers' Association of Canada an asset
- Minimum of 3 years' experience in golf coaching
- Must be computer literate. Preferred candidate will have previous experience with golf management software, Microsoft Word and Excel
- Must possess excellent customer service skills
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

CONTACT INFORMATION

Qualified applicants are required to submit their resume to:

<https://can61.dayforcehcm.com/CandidatePortal/en-US/fridayharbour/Posting/View/3912>

The Nest Golf Club is an equal opportunity employer and is committed to creating an accessible and inclusive organization as well as providing barrier-free and accessible employment practices in compliance with relevant legislation. Should you require code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.