

NORFOLK GOLF AND COUNTRY CLUB

200 Argyle Street, SIMCOE, ON N3Y 1V9

office@norfolkandcountryclub.com



JOB DESCRIPTION: GOLF AND MEMBERSHIP COORDINATOR

REPORTS TO: Board of Directors

SUPERVISES: Seasonal Pro Shop Assistants

WORKS CLOSELY WITH: Club Superintendent
Catering Contractor
Golf League Coordinators

SUMMARY: As an integral part of the Norfolk Golf and Country Club's management team, the Manager of Golf & Membership is responsible for the efficient and effective coordination and management of all Club membership, sponsorship, and golf-related activities resulting in an exceptional golf experience for Members and Guests. Focuses every day on the opportunities to build on the financial success of the Club.

KEY DUTIES AND RESPONSIBILITIES:

- Membership promotion and sales:
 - Create regular social media posts and email blasts; contributing content to the newsletter
 - Follow up on guests' attendance for new member opportunities
 - Recommend membership initiatives and programs for growing our business
 - Be the Point Person for Membership Sales; Maintain a membership list
- Corporate Sponsorship Promotion: Calling on existing and new sponsors
- Ensure that proper controls are in place and are being followed to accurately track revenues such as membership/green fees, golf carts, club care and other services.
- Ensure there is adequate pro shop staff providing excellent service to members and guests.
- Ensure Club policies and golf industry practices and rules are being followed.
- Coordinate all golf events, tournaments, and assist Leagues in their golf play while keeping in communication with the Catering Contractor.
- Create and operating and capital budget annually and report monthly on operations and identify issues or trends affecting the Club.
- Promote Junior play, member clinics, lessons, etc.
- Be responsible for Club merchandising, including keeping a clean and attractive shop and inventory area; complete cost of goods reports and ensure proper controls are being followed.
- Oversee the reservation system and ensure accuracy.
- Maintain daily communication with the Groundskeeping personnel with regard to conditions, projects and events.
- Complete daily banking and general bookkeeping responsibilities.

QUALIFICATIONS AND COMPETENCIES REQUIRED:

- Previous education and/or experience in a golf operations role; Human Resources education is an asset
- Computer literacy and social media expertise
- Knowledge of general bookkeeping and financial reporting practices
- Retail sales experience and possesses excellent customer service skills
- Effective written and verbal communication skills, public speaking, outgoing personality
- Effective supervisory and leadership skills and experience
- Strong organizational skills and attention to the details
- Sensitivity to confidential information
- Possesses a passion and genuine interest in the game of golf – plays regularly

TERMS:

- Seasonal Contract (April 1 to October 31) with potential for Off-Season Work