The XYZ Golf Club is seeking the services of an Apprentice Professional to help the Head Golf Professional in the management of the facility’s day-to-day golf operations.

# About Course

The XYZ Golf Club was established in <Year> and was originally designed by <Name of Designer>. The XYZ Golf Club has hosted many provincial and national events. It is a picturesque and challenging course that provides exceptional customer service and an unrivaled experience for members and guests.

**LOCATION**

<City>, <Province>

**COURSE WEBSITE**

[www.XYZgolf.com](http://www.XYZgolf.com)

**EMPLOYMENT TERM**

(i.e., Permanent, Full-time, 5-day work week)

**DEADLINE TO APPLY**

<Date>

**START DATE**

<Date>

# Job Summary

The ideal candidate will be responsible to supervise and manage golf operations in the absence of the Head Golf Professional. All duties of the position shall be performed with a commitment to the highest level of customer service and total satisfaction of all members and guests, which will include, but are not limited to checking in golfers, handling cash, maintaining control of the tee sheet, organizing tournaments and leagues, creating a robust junior program, overseeing golf operations, and developing good relationships with members.

# Responsibilities

* Manage the practice facility.
* Design the teaching curriculum and customize weekly to suit the skill level of the players to ensure maximum development.
* Responsible for efficient and friendly customer service throughout the pro shop, checking in golfers, accurately ringing up charges at the register and properly checking in all golfers prior to play.
* Responsible for proper cash handling procedures as well as making sure that all standards of operations are being met.
* Maintain control of the tee sheet and collect all guest, cart, and other fees.
* Respond to inquiries and book tee-times for members and visitors, helping them do it online when assistance is required.
* Converse with members and guests in a friendly manner, developing relationships to encourage a friendly environment.
* Focus attention on members and guests needs and remain calm, professional, and courteous at all times.
* Help organize and promote all Club Tournaments and other special events/functions at the Club.
* Work with the Marketing Department to be informed about promotions and to communicate important information to be published or promoted.
* Oversee all aspects of outside golf operations including the team of staff members, this includes but is not limited to golf cart parking, storage, cleaning, etc.
* Assist on inventory controls, checking-in merchandise in accordance with procedures, organization of storage and display areas, inventory, etc.
* Perform close of business functions following guidelines and procedures established by the Club.
* Ensure daily assignments are completed in their respective areas to meet Club standards.
* Notify supervisors of member/guest complaints at the time they occur and resolve customer complaints as soon as possible.
* Perform additional duties as may arise and as may be assigned.

# Qualifications

|  |  |
| --- | --- |
| * PGA of Canada member in good standing | * Empathy |
| * Excellent communication and organizational skills | * Self-Control |
| * Strong interpersonal and problem-solving abilities | * Patience |
| * Highly responsible & reliable | * Confidence |
| * Ability to work cohesively as part of a team | * Communication skills |
| * Leadership skills | * Effective listening |
| * Multitasking ability | * Attentiveness |
| * Friendly and professional demeanor | * Time management |
| * Customer-service oriented | * Willingness to improve |
| * Strong attention to detail | * Product knowledge |

# Compensation Benefits/Perks

|  |  |
| --- | --- |
| * $55,000 to $65,000 Annually | * PGA of Canada Dues Paid |
| * Annual Bonus Structure | * Strong Work/Life Balance |
| * 100% Teaching Revenue | * Flexible Schedule |
|  | * Medical and Dental Benefit Program |
|  | * Meal Program |
|  | * Playing Privileges |
|  | * Equipment and Clothing Discounts |
|  | * Continued Professional Development |
|  | * Tournament Entries |
|  | * RSP/RRSP Contribution Matching |

# Contact Information

Qualified applicants are required to submit their resume and cover letter to:

resumes@XYZgolf.com Attention: <Selection Committee Chair or Name>

*The XYZ 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.*