# 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

We are looking for a highly motivated individual to join our dynamic team. The successful candidate will work diligently to enhance the guest experience and exceed our member’s and guest’s expectations at the club. The successful candidate will be someone who can thrive in a fast paced, fun and professional environment and will work closely with ownership and other management team members to learn, grow, and look for opportunities to improve club operations.

The Director of Golf/GM oversees pro-shop retail, practice facility, club, and corporate tournaments, sets and adheres to club budgets, provides leadership, and assists where needed in the daily operations of the golf course. You will be responsible for maintaining a safe work environment for employees and guests.

# Responsibilities

* Oversee the day-to-day golf operations and deliver service levels laid out by XYZ GC standards.
* Oversee and coordinate the operation of the golf-services department including tournament sales, the golf academy and driving range. This includes all pro-shop staff, player assistants, back shop, and admin staff.
* Ensure all daily deposits are reconciled for all golf service POS’s as outlined by the accounting manager and work with accounting to resolve any discrepancies.
* Coordinate performance reviews for seasonal golf-service staff.
* Maintain the pro shop float and enforce all policies regarding the float and handling of cash.
* Coordinate all golf services scheduling and ensure all schedules are completed on a weekly basis and in accordance to staffing budgets.
* Hire and implement all necessary training programs for pro-shop staff, back-shop staff, reception staff, and all volunteers.
* Provide feedback for, and discipline, when necessary, all club staff.
* Monitor and track all golf services labour hours using the payroll system provided.
* Achieve the required merchandise sales and margin levels for the pro shop.
* Coordinate necessary monthly inventory counts for pro-shop merchandise. This includes submitting the count to accounting and ensuring the count is accurate.
* Responsible for maintaining appropriate inventory levels in the pro shop as well as effectively displaying these items. This includes the ordering and receiving of pro-shop merchandise.
* Assist the DOO/GM in the enforcement of all company and department policies and procedures as well as the development of new policies and procedures as required.
* Assist the DOO/GM in setting all expense and revenue budgets for the golf-services department.
* Continue to develop and implement the operating procedures and training manuals for the golf-operations team.
* Monitor and maintain the appropriate levels of all consumables.
* Be an active member of the Health and Safety Committee.
* Responsible for overseeing all golf lessons, clinics, and junior camps.
* Oversee the sales and coordination of all regular tee time and small group bookings as according to the booking guidelines.
* Ensure all tee sheets are set up correctly and all rates are functioning correctly for daily use.

# Qualifications

* Class "A" PGA of Canada member in good standing.
* 3 - 5 years of relevant management/leadership experience.
* Fundamental knowledge of the game of golf, the rules of golf, golf facility operations and tournament operations.
* Fundamental personnel management and supervising practices.
* Strong organizational, planning and prioritization skills.
* Customer service and satisfaction-focused attitude
* Maintain and promote a positive professional image at the club and within the local community.
* Self-motivated with a desire to promote and market the business.
* Smart Serve, WHMIS and Food Handlers certified.
* Technologically inclined including a strong understating of Point-of-Sale systems and associated hardware.
* Ability to maintain a strong relationship with the membership and guests.
* Strong event-management skills including tournament and league coordination.
* Quick learner and creative problem solver- ability to make important decisions on the fly.
* Work effectively within a team management structure.

# Compensation Benefits/Perks

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| --- | --- |
| * $100,000 to $150,000 Annually | * PGA of Canada Dues Paid |
| * Annual Bonus Structure | * Flexible Schedule |
|  | * Medical and Dental Benefit Program |
|  | * Meal Program |
|  | * Playing Privileges |
|  | * Cell Phone Allowance |
|  | * 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.*