



JOB POSTING – The Okanagan Golf Club

Position Title:	Associate/Assistant Golf Professional	<i>The Okanagan Golf Club in Kelowna, BC, featuring The Quail and The Bear courses is one of the premier locations to play golf in the Okanagan Valley. The Okanagan Golf Club is seeking the services of an Assistant Golf Professional for the 2010 season. The successful candidates will be in a leadership role within the Golf Shop and must be familiar with the levels of service expected at a premium golf club.</i>
Department:	Golf Operations	
Job Type:	Full-time, Salary	
Application Deadline:	January 31, 2019	
Start Date:	March 1, 2019	

POSITION OBJECTIVE

1. To ensure the proficient operation of the Golf Shop, Tee Sheet, and overall guest satisfaction.
2. To coach, develop and train Team Members.
3. To ensure that exceptional guest service is provided and that our guests enjoy a great golf experience.

STRUCTURE

Reports to: Director of Golf
Works Closely With: All Golf Operations Team Members

DUTIES AND RESPONSIBILITIES

1. Golf Shop

- Ensuring that all guests are checked in accurately and accounted for.
- Assisting in keeping the Golf Shop tidy and merchandised.
- Maintaining displays for aesthetics and maximizing retail space.
- Selling merchandise including clothing, accessories, golf equipment, etc.
- Opening/Closing Golf Shop in a timely and effective manner.
- Cashing in/out accurately and efficiently.
- Maximizing revenue potential of the Golf Operations Department.
- Acting as “Manager on Duty” when required.
- Attending to guest requests and complaints as required.
- Accurately booking tee times for guests in person and over the phone.
- Assisting with ordering, receiving, pricing, and inventory control
- Effectively communicating with outside services to ensure guest satisfaction and efficient timing.
- Accurately ordering custom requests from guests and members.
- Working effectively with other team members in all departments.
- Assisting with large groups and tournaments to ensure that guests’ expectations are exceeded.
- Booking and ringing through golf lessons as required.

2. Teaching and Playing

- Teaching lessons to guests and members as required.
- Assisting with Junior Programs and lessons.
- Playing with media/writers/members as required.
- Custom fitting golf clubs through various fitting systems for members and guests

3. Guest Experience

- Ensure that Team Members are trained to exceed guest expectations to 95% of met or exceeded expectations per the guest comment card.
- Develop a team that is knowledgeable and able to answer questions about the property and company.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

1. Technical Skills and Knowledge

- Solid understanding of the golf and country club environment
- Background experience in the golf industry
- Education related to the industry
- Problem solving and decision-making abilities
- Member in good standing within the CPGA
- Teaching and Coaching Certification from the CPGA

2. Abilities

- High level of organizational skills
- Exceptional communication skills
- Quick evaluation and decision-making abilities
- Strong comprehension of English Language (oral and written)
- Must be able to work in a fast-paced environment
- Must be organized and maintain a positive attitude

WORK CHARACTERISTICS

- May require heavy lifting
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary

COMPENSATION AND BENEFITS

- \$3,000-\$3,500 monthly depending on experience
- Attractive lesson commission
- PGA of Canada dues
- Golf shop and meal discounts
- Medical/dental benefits
- Bonus structure

Please send your resume and cover letter to:

Director of Golf, Lee Ranger
lranger@golfbc.com

Posting closes: January 31, 2019

OUR CORE STANDARDS

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance