



Innerkip Highlands Golf Club – Golf Services Manager

We have a fantastic Contract opportunity to join our incredible team for 2024!

Innerkip Highlands Golf Club was originally built in the early 1980s and was purchased by the McLean-Peister group in 1993. Our reputation for providing an excellent golf course and services has been established after over 30 years of building solid customer relationships! We take pride in what we do and our employees are a huge part of making this golf club as successful and as welcoming as it is.

We are looking for a Golf Services Manager to join us during our 2024 season to continue to uphold, contribute and support our values and standards while being part of our family of valuable team members. This position will be a contract position that will run from February 2024 to November 2024 for 40 weeks.

The Golf Services Manager's responsibilities include all activities related to the operation of golf activities and developing new programs, revenues, and events. Specific responsibilities include but are not limited to:

- Ensuring exceptional customer service for every guest who visits the golf club with a focus on building and retaining repeat customers.
- Execute training programs that ensure consistency of service across all aspects of the Golf Services Department (Golf Shop Staff, Starters, Player's Assistants and Back Shop Staff).
- Maintaining and building on growth in golf activity while working to foster and increase activity throughout the year through customer engagement and staff training
- Prioritizing booking activity, managing calls and reducing customer wait times via phone and golf shop
- Ensuring compliance and keeping up to date with safety protocols including WSIB, any public health and provincial orders; overseeing health and Safety Training, scheduling related meetings and compliance for all Golf Department staff
- Developing a training protocol to ensure consistency across all job descriptions and streamline this process. Ensure every staff member in the department has received comprehensive training in their respective duties
- Completing a pre-season review of training manuals, policies and procedures, volunteer forms, and staff forms and making the necessary adjustments and updates to ensure their relevance
- Developing and executing the Ambassador Program
- Supporting club social media engagement
- Overseeing housekeeping activities, reporting major maintenance issues etc.
- Managing department staff, orientation (including providing a review and copy of all policies), training, supervising, motivating, performance managing and disciplining as necessary
- Hiring staff in conjunction with the Director of Golf
- Overseeing duties performed by Back Shop Staff, Starter's and Player's Assistance
- Engaging in regular administrative duties including but not limited to staffing, scheduling and wage recommendations, weekly time card reports, ordering, receiving, pricing displaying and maintaining golf shop merchandise inventories, engaging in budget activities, making deposits, verifying point of sale transactions etc.
- Ensuring compliance with AGCO requirements for the purchase, sale and serving of alcoholic beverages
- Creating and/or monitoring daily tee sheets including tournament/league allocations, overseeing tournament booking procedures etc.

- Ensuring stellar customer service, league development, organizing, facilitating and co-ordinate all-league and special activities and in-house events including coordinating with the Food and Beverage Manager for meals
- Monitoring daily and weekly power cart logs ensuring proper rotation of carts, while also overseeing the cleaning, and maintenance of power carts.
- Overseeing ordering of housekeeping products, supplies and equipment, overseeing recycling program and procedures and coordinating with the Food and Beverage manager on disposal of garbage or recycling
- Other duties as assigned

Qualifications:

- 3-5 years of experience in a similar role
- Well-versed and experienced with golf service management, the game of golf, running tournaments, people management, and related activities
- 3-5 years of experience managing people
- Positive, motivating and “can-do” attitude
- Valid drivers licence
- Golf management post-secondary education (asset)
- PGA of Canada (asset)
- The position will require sitting, standing, walking and the ability to lift up to 50 lbs

Hours of Work:

During “on-season” (approximately March through to October) – 48 hours per week (time may be scheduled off with approval), During “off-season” – 35 hours per week. Work is to be scheduled during the week and weekends accordingly.

What’s in it for you?:

- Competitive salary
- Golfing privileges/discounts according to club policy
- Dynamic and positive work environment
- Educational opportunities

If you have the required experience and qualifications, please submit a detailed resume as soon as possible for consideration.

All those considered will be contacted, no phone calls, please.

Job Types: Full-time, Fixed term contract, Seasonal

Salary: \$45,000.00-\$55,000.00 per year