

TEAM MEMBER PROFILE

Our Vision

To be the recognized leader in providing **great golf experiences, exceptional team performance,** and a **sound return on investment...every day**

POSITION TITLE:	Assistant Professional
DEPARTMENT:	Golf Operations
COURSE:	Arbutus Ridge Golf Club
REPORTS TO:	Director of Golf

COURSE PROFILE

The Arbutus Ridge Golf Club is located in the seaside community of Cobble Hill, a 40 minute drive from Victoria or Nanaimo and just 10 minutes from the cultural city of Duncan. The Bill Robinson design 18-hole golf course rates among the top in British Columbia and is complimented with the renowned GBC Golf Academy, Satellite Bar & Grille and Indoor Tennis Facility.

Arbutus Ridge rated Best Course to Work in the 2007 GolfBC Team Member Survey, and is an environmentally friendly employer led by its team member Greening Committee. GolfBC owns and operates nine golf courses in British Columbia and three in Maui, Hawaii.

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
Direct Reports:	Works 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.
- Arriving on time and in a presentable manner.

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.
- Playing golf.
- 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 98% of met or exceeded expectations per the guest experience survey.
- Develop a team that is knowledgeable and able to answer questions about the property and company.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

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

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

Work Characteristics

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

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**

Please send your resume and cover letter to: Jordan Ray

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250-743-5000

Posting closes April 30th, 2008