



## JOB POSTING – Nicklaus North Golf Course

<b>Position Title:</b>	Golf Shop Sales Associate	<i>Snowcapped peaks, a brilliant emerald-colored lake, majestic fir trees, and fresh, invigorating mountain air. This is the setting that inspired the great Jack Nicklaus to create a course as unique as himself. This par 71, 18-hole course winds along a gentle valley floor offering you a spectacular setting as your golfing skills are tested to the fullest. Just minutes from the Host Olympic Mountain Resort of Whistler, British Columbia, Nicklaus North stands out as one of the great courses in North America. It's no wonder this is the only golf course in the world to which Jack has been inspired to add his name. Nicklaus North is owned &amp; operated by the GolfBC Group <a href="http://www.golfbc.com">www.golfbc.com</a></i>
<b>Department:</b>	Golf Operations	
<b>Reports to:</b>	Golf Operations Manager	
<b>Job Type:</b>	Full-time, Seasonal (May - October)	
<b>Application Deadline:</b>	April 15	
<b>Start Date:</b>	May (flexible)	

### POSITION OBJECTIVE

1. To ensure the proficient operation of the Golf Shop, and Tee Sheet.
2. To ensure that exceptional guest service is provided and that our guests enjoy a great golf experience.

### DUTIES AND RESPONSIBILITIES – 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.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES**

- Background experience in the golf industry
- Problem solving and decision making 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
- Ability to work in an unsupervised environment

**WORK CHARACTERISTICS**

- May require heavy lifting.
- Required to work on a shift basis, including weekends, evenings and holidays when necessary

**Please send your resume and cover letter to:**

Director of Golf: Andrew Smart  
asmart@golfbc.com

**Posting closes: April 15**

**Start Date: May – flexible**

**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