



## JOB POSTING – Olympic View Golf Club

<b>Position Title:</b>	<b>Director of Instruction</b>	<i>Olympic View Golf Club is a Bill Robinson design 18-hole championship golf course with a superb practice facility, the award-winning GBC Golf Academy, magnificent clubhouse and Forester's Restaurant. Located in beautiful Victoria BC, Olympic View delivers on the golfing and culinary experience with exceptional service, stunning scenery, spectacular waterfalls and meticulous course conditioning. Owned and operated by the GolfBC Group.</i>
<b>Department:</b>	<b>Golf Operations</b>	
<b>Reports to:</b>	<b>Head Professional</b>	
<b>Job Type:</b>	<b>Manager of the GBC Teaching Academy</b>	
<b>Application Deadline:</b>	<b>February 28, 2019</b>	

### POSITION OBJECTIVE

1. To ensure high standard of instruction and proficient operation of the GBC Golf Academy and practice facility
2. To coordinate and administer all instruction programs
3. To coach, develop and train Instructors and ensure a high level of instruction
4. To promote the GBC Golf Academy and entire facility

### DUTIES AND RESPONSIBILITIES

#### 1. Department Specific Duties

- Enforcement of policies, procedures and standards as pertaining to overall club policy
- Provide a high standard of instruction and promote the GBC Golf Academy teaching programs
- Train develop coach and monitor Instruction Team to ensure standards are met
- Develop and monitor all GBC Golf Academy lesson programs
- Advise on practice facility programs to maximize revenue generation for the Golf Operation
- Market GBC Golf Academy and work with Sales team to promote programs and generate revenue
- Assist the Head Professional with retail operation including inventory control, club repair, supply, and display of merchandise in the Academy Center
- Custom fitting golf clubs through various fitting systems for members and guests
- Selling merchandise including clothing, accessories, golf equipment, etc.
- Track POS accurately and submit bi-weekly payroll for instructors
- Ensure Uschedule and IBS are monitored and updated on a regular basis
- Booking and ringing through golf lessons as required.

- Working effectively with other team members in all departments.
- Attending to guest requests and complaints as required.

## **2. Guest Experience**

- Provide instruction in a professional manner
- Assist the Head Professional with the supervision of practice facility Team Members to ensure best possible guest experience
- Maintain a high level of public relations with the guests of the GBC Golf Academy and practice facility

## REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

### **1. Technical Skills and Abilities**

- Complete knowledge of the club's standards and policies
- Excellent teaching abilities and previous Director of Instruction responsibilities an asset
- Competent playing ability
- Experienced in teaching methodology and technological aids
- Competent knowledge of computers Uschedule and IBS point of sale programs
- Excellent time management and organizational skills
- Above average supervisory skills
- Excellent decision making and problem-solving skills
- Excellent interpersonal skills (correspondence, phone and presentation skills)

### **2. Work Characteristics**

- Primarily outside work
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary

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

Title: Kevin Maxwell, Head Professional

[kmaxwell@golfbc.com](mailto:kmaxwell@golfbc.com)

### 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