



JOB POSTING – Olympic View Golf Club

Position Title: Outside Services Manager
Department: Golf Operations
Reports to: Head Professional
Job Type: Full Time, Hourly
Application Deadline: February 28, 2019

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.

POSITION OBJECTIVE

1. To ensure the proficient operation of the outside services and practice facility.
2. To coach, develop and train Team Members.
3. To ensure exceptional customer service is provided and that guests enjoy a great golf experience.

DUTIES AND RESPONSIBILITIES

1. Outside Services

- Oversee the guest services to ensure guest flow is smooth and guest expectations are being exceeded.
- Maintain power cart fleet and communicate effectively with course Mechanic.
- Maintain inventory of relevant stock items: tees, scorecards, yardage guides, divot tools, pencils, ball markers, etc.
- Ensure that regular rental club inventory is being maintained throughout the year.
- Work closely with the Tournament Coordinator to ensure that all tournament groups are set up in a timely effective manner.
- Schedule outside services team on budget.
- Ensure pace of play standards are met.
- File bi-weekly payroll for outside services team

2. Team Member Development

- Interview, hire, train, direct and supervising the outside services team.
- Provide leadership, motivation, and direction to individuals and the team.
- Ensure timely and ongoing training of direct reports.
- Provide regular communication and feedback to outside **services** team members.

- Conduct formal performance evaluations as scheduled.
- Develop a team oriented environment, with dedication and commitment to quality and guest satisfaction.
- Ensure that GolfBC human resource policies promote the fair treatment of all employees.

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

- Understanding and knowledge of the Golf course industry.
- Strong public relations and human resources knowledge.
- Knowledge of Club Car golf cart operations.

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.
- Exceptional leadership qualities.

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

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