



JOB POSTING – Arbutus Ridge Golf Club

Position Title:	Golf Shop Sales Associate	<i>The Arbutus Ridge Golf Club is located in the seaside community of Cobble Hill, a 25 minute drive from the outskirts of Victoria, 45 minutes from Nanaimo and just 15 minutes from the cultural city of Duncan. The Bill Robinson design 18-hole golf course is complimented with the renowned GBC Golf Academy, Satellite Bar & Grille and Indoor Tennis Facility. Recipients of the 2017 Employer of the Year Award from Tourism Vancouver Island. www.arbutusridgegolf.com.</i>
Department:	Golf Operations	
Reports to:	Head Golf Professional	
Job Type:	Seasonal (Apr-Oct), 30-40 hours per week	
Application Deadline:	March 20, 2018	
Start Date:	April	

POSITION OBJECTIVE

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

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 in alignment with the retail sales plan.
- 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

1. Technical Skills and Knowledge

- Background experience in the golf industry would be a bonus
- Background knowledge of computerized Point of Sales Systems is a bonus
- Problem-solving and decision-making abilities
- Basic Microsoft Office skills

2. Abilities

- Passionate & Friendly
- 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
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary.

BENEFITS

- Complimentary Golf & Tennis on a stand-by basis
- Option to purchase goods from the Golf Shop for cost + 10%
- Discount on food in the Satellite Bar & Grille for you and up to three guests

Please send your resume and cover letter to:

Position: Andrew Hajer
ahajer@golfbc.com

Posting closes: March 20, 2018

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