



Golf Operations Manager

Duration: Year Round

Reports To: General Manager

Position Summary:

As a Golf Operations Manager is responsible for managing the day to day Golf and Club experience, including the Food and Beverage and Retail Experience. Oversee the management and performance of golf shop and applicable department operations and services to assure high standards and total customer satisfaction.

The candidate should be a detail-oriented team leader with strong guest-centric, business and organizational skills along with a passion for the game of golf. Develops all golf operations department budget including past performances and forecasts to see that all financial goals are met as per the clubs guidelines, policies and procedures.

Golf Operations Manager Duties and Responsibilities:

- Ensuring Exceptional Customer Service on the course, in the club and restaurant.
- Oversees and enforces the golf shop operations policies, procedures, controls, and fee structures to ensure the safekeeping of assets, inventory and resources.
- Oversees the tee sheet.
- Oversees merchandising for the golf shop.
- Teaching lessons/ clinics throughout the season.
- Oversees the supervision of the maintenance of golf carts and golf operations personnel.
- Empowers employees to provide excellent customer service.
- Strives to improve service performance.
- Displays leadership in guest hospitality, exemplifying excellent customer service and creating a positive atmosphere for guest relations.
- Approves and Orders supplies associated with golf activities.
- Develops and oversees an innovative tournament schedule and golf activities program that services all customer segments.
- Schedules and chairs regular staff meetings focused on customers, operations, revenue growth, cost containment and continuous improvement.
- Maintains a close working relationship with the Golf Course Attendants and other department heads to ensure an effective, fluid inter-departmental operation.
- Occasionally plays golf with members of all skill levels to encourage enthusiasm.
- Responsible for the overall day to day service levels for the Golf Clubhouse food and beverage outlet to include the golf shop and locker room.
- Responsible for financial results of the golf club, food and beverage and retail outlet.
- Maintaining budgeted beverage cost, wage cost, and supporting the sales efforts to drive top-line revenue.
- Reviews findings from guest feedback with employees to develop appropriate corrective action.
- Coordinates plans with the Food and Beverage Manager for all food and beverage needs, on course food and beverage needs, banquets, outside events and catering for all golf functions.
- Prepares annual and monthly budgets for golf operations.



- Responsible for the Golf Shop Retail operation to include buying product, managing inventory levels, markdowns, and promotions.
- Builds relationships with key resort teams to include Food and Beverage, Culinary, Restaurant Reservations, & Banquets.
- Attends regular Food and Beverage leadership meetings to ensure proper communication and teamwork.
- Addresses guest, member and member guest complaints and resolves problems immediately.
- Establishes guidelines for Golf Operations for employees to easily understand expectations and parameters.
- Conducts annual performance appraisal with direct reports according to Standard Operating Procedures.
- Ensures employees are treated fairly and equitably.
- Celebrates successes and publicly recognizing the contributions of the team member.
- Act as a role model to all employees by demonstrating the behaviour and work ethic expected of all employees.
- Performs other duties as assigned or required by the management.

Prerequisites:

- Strong organizational, planning and prioritization skills.
- Must be able to work under pressure and meet deadlines.
- Must have a valid driver's license.
- Must have excellent customer service skills, be friendly and personable.
- Maintain a credible golf game and remain current on teaching innovations.
- Self-motivated with the desire to promote and market.
- Strong communication skills, verbal and written.
- Strong leadership and strategic planning experience.
- Experience successfully managing a large staff.
- Experience with Tee On an asset.
- Must be a member in good standing with the PGA of Canada

Education:

- A post-secondary degree in business, hospitality or relevant experience in golf club management.

Experience:

- A proven track record, with minimum of 3 years in a supervisory or management capacity
- Minimum 3 years' experience as a Head Professional, PGA of Canada Professional in good standing with ability to work in Canada immediately
- Proficient with Microsoft Office software and POS (Point of Sale Systems)