



## JOB POSTING – Arbutus Ridge Golf Club

<b>Position Title:</b>	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 &amp; Grille and Indoor Tennis Facility. <a href="http://www.arbutusridgegolf.com">www.arbutusridgegolf.com</a>.</i>
<b>Department:</b>	Golf	
<b>Reports to:</b>	Head Golf Professional	
<b>Job Type:</b>	Seasonal (Apr-Oct), 25-35 hours/week	
<b>Application Deadline:</b>	ASAP	
<b>Start Date:</b>	ASAP	

### 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.

### GOLF SHOP DUTIES AND RESPONSIBILITIES

- 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
- Must be flexible and open to working 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:**

Head Golf Professional, Andrew Hajer  
ahajer@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