

Job Title: Club Manager

Location: Strathmore Golf Club – Strathmore, Alberta

Job Type: Full-Time

Reports To: Board of Directors



STRATHMORE
G O L F C L U B
— EST. 1921 —

About Strathmore Golf Club:

Strathmore Golf Club is a premier destination for golf enthusiasts and members seeking an exceptional experience. With a commitment to maintaining high standards for course quality, facilities, and service, we aim to provide a welcoming atmosphere for all members, guests, and staff.

Job Summary:

The Club Manager (CM) is expected to lead and oversee the daily operations of Strathmore Golf Club. The CM will be responsible for driving the strategic direction of the course to maximize revenues while maintaining exceptional guest experiences. This position will manage a team of three department heads—Pro Shop Manager, Food & Beverage Manager, and Course Superintendent—along with an Office Administrator. The CM's primary goal is to enhance course operations, streamline efficiencies, and execute initiatives aimed at increasing revenue and profitability.

Key Responsibilities:

1. Strategic Leadership:

- Work closely with the board to develop and execute strategic plans that align with the club's vision, mission, and goals.
- Develop and implement operational strategies to increase course revenue, profitability, and customer satisfaction.
- Work closely with the board to align on revenue goals, budgets, and long-term business planning.
- Analyze financial reports, course performance metrics, and guest feedback to identify areas for improvement and create action plans.

2. Team Management:

- Lead and mentor a team of department heads (Pro Shop Manager, Food & Beverage Manager, Course Superintendent) to ensure cohesive operations and alignment with the golf course's objectives.
- Provide ongoing coaching, development, and performance management for direct reports.
- Foster a positive, collaborative work environment to ensure high morale and exceptional guest service standards.
- Maintain an excellence in health and safety by championing the program and ensuring compliance with all provincial acts & regulations.

3. Revenue Growth:

- Identify opportunities to increase revenue across all areas of the golf course, including golf operations, food and beverage, retail, events, and memberships.
- Oversee pricing strategies, promotional campaigns, and special events to maximize profitability.
- Implement and monitor member and guest retention programs, as well as target new customer segments.

4. Operations & Facilities Management:

- Ensure that the golf course, pro shop, food & beverage services, and clubhouse are consistently operating at the highest standards of cleanliness, safety, and service.

- Collaborate with the Course Superintendent to ensure the golf course is maintained to the highest standards and provides a positive experience for golfers.
- Work with the Food & Beverage Manager to create a high-quality dining experience that supports revenue growth and enhances the guest experience.

5. Financial Management:

- Oversee the preparation of annual budgets, monitor performance, and adjust operations to ensure financial targets are met or exceeded.
- Track revenue and expenses by department, and implement cost-control measures when necessary.
- Manage payroll, inventory, and other financial processes to maximize profitability while maintaining high-quality service.

6. Marketing & Community Engagement:

- Develop and implement targeted marketing initiatives to drive awareness, attract new golfers, and increase membership and event bookings.
- Foster relationships with local businesses, organizations, and key stakeholders to create partnership opportunities and expand the course's visibility.
- Organize and promote golf tournaments, special events, and corporate outings to generate additional revenue.

7. Customer Service Excellence:

- Promote the club's vision "To be the #1 Community Golf Club in Southern Alberta"
- Champion a culture of excellent customer service across all departments to ensure every guest has a positive experience.
- Address guest concerns, complaints, or special requests promptly and professionally to ensure customer satisfaction.
- Monitor customer feedback and continuously improve service delivery.

8. Safety Excellence

- Doing everything reasonable (due diligence) to ensure the health and safety of the workers you supervise on the job
- Informing workers about any known workplace hazards, existing controls for those hazards and/or safe work practices.
- Actively participating in the Joint Health & Safety Committee
- Updating, reviewing and maintaining the HSE policies and procedures
- Involving workers in the process of hazard identification and controls.
- Ensuring all workers are competent for the tasks they are required to perform
- Ensuring all workers have the proper training and equipment (tools/PPE) for the job they're expected to do.
- Effectively able to respond to all emergencies and safety events
- Knowing and communicating to workers' their health and safety rights and responsibilities.
- Supervising and auditing their employees in accordance to the HSE policy and procedures
- Conducting work site inspections
- Reporting all safety events in accordance to the HSE policy and procedures

Qualifications:1. Education & Experience:

- Bachelor's degree in Business Administration, Hospitality Management, Sports Management, or a related field preferred.
- Minimum of 5-7 years of experience in golf course management or a similar leadership role in hospitality, preferably with experience in managing multiple departments.
- Proven track record of increasing revenues and driving operational efficiencies in a golf course or hospitality setting.
- Strong knowledge of golf operations, food & beverage management, and course maintenance best practices.

2. Skills & Competencies:

- Strong leadership, communication, and interpersonal skills with the ability to build and maintain effective working relationships with staff, guests, and ownership.
- Excellent financial acumen with the ability to manage budgets, analyze financial data, and develop cost-effective strategies.
- Knowledge of golf course operations, maintenance, and industry trends.
- Ability to manage multiple priorities and solve problems in a fast-paced environment.
- Experience with point-of-sale (POS) systems, golf management software, and Microsoft Office Suite.

3. Additional Requirements:

- Strong organizational and time-management skills.
- Ability to work flexible hours, including weekends and holidays, to meet business needs.
- Must possess a passion for the game of golf and an understanding of the golf industry.
- Ability to create and maintain a positive, team-oriented environment.