



## Outside Services Manager

The Winston Golf Club - Calgary, Alberta

### About The Winston Golf Club

The Winston Golf Club is a premier semi-private golf club in Calgary, recognized for its strong membership culture, elevated service standards, and commitment to delivering a first-class golf experience. The Club is entering an exciting new chapter with the construction of a brand-new clubhouse, scheduled to open July, 2026.

This season will be a pivotal transition year, beginning operations from temporary facilities and moving into the new clubhouse in July. This role offers a unique opportunity to help shape service culture, operational standards, and team expectations as the Club transitions into our new home.

### Position Summary

The Winston Golf Club is seeking a polished, detail-oriented **Outside Services Manager** to lead all aspects of the Backshop and Starter operations. This seasonal leadership role is responsible for the planning, execution, and oversight of Outside Services, with a strong emphasis on professionalism, consistency, and member-first service.

The successful candidate will lead a combined team of approximately 45 seasonal employees (approximately 25 backshop staff and 20 starters), and will be expected to set clear standards, develop staff, and deliver a seamless arrival-to-departure experience for members and guests.

### Key Responsibilities

- Provide leadership and oversight of all Outside Services and Starter operations
- Recruit, hire, train, schedule, and evaluate seasonal staff
- Manage department budgets
- Develop comprehensive training programs focused on service standards, safety, and professionalism
- Set daily operational expectations and ensure adherence to Club policies and service standards
- Lead, mentor, and motivate a large seasonal team in a high-expectation environment
- Collaborate closely with the Head Golf Professional and Professional Staff to support overall golf operations
- Play a leadership role in the transition into the new clubhouse and the implementation of elevated service protocols
- Maintain an organized, professional, and safety-focused Outside Services environment
- Check in golfers, manage tee sheets, process sales, and provide authentic retail service/education
- Assist with leagues, in-house events, and tournaments



## Candidate Profile

- PGA of Canada Member or Apprentice preferred; Experienced Golf Operations Leaders with strong supervisory backgrounds will also be considered
- Prior experience in a private or semi-private club environment is preferred
- Demonstrated ability to lead, develop, and manage large teams
- Exceptional attention to detail and a strong sense of accountability
- Deep understanding of high-level service expectations and member-centric culture
- Strong communication, leadership, and interpersonal skills
- Flexible availability, including early mornings, evenings, weekends, and holidays

## Compensation & Professional Perks

Compensation and benefits will be commensurate with experience, qualifications, and certifications, and may include:

- Golf privileges
- Clothing allowance
- Meal allowance
- Tournament allowance
- PGA of Canada education allowance
- Teaching Revenue (opportunity ~\$10,000 depending on motivation)
- PGA of Canada dues assistance
- March – October employment
- \$3700 - \$4400 (based on experience and qualifications)

## Why This Opportunity

- Leadership role at a Club entering a transformative phase
- Opportunity to establish long-term service standards during a new clubhouse launch
- Professional environment with high expectations and strong support
- Meaningful leadership experience within a private-club culture

## Application Process

Qualified candidates are invited to submit a resume and brief cover letter outlining their leadership experience and suitability for a private-club environment. Submissions will be held in confidence; please submit to:

Kim Valleau  
Head Golf Professional  
[kvalleau@thewinstongolfclub.com](mailto:kvalleau@thewinstongolfclub.com)