



## **PGA OF CANADA, ASSOCIATE GOLF PROFESSIONAL**

### **Job Summary**

The Associate Golf Professional of Radium Golf Group is responsible for setting the standards of the day-to-day operations in the golf shop, guest services, member services (events and leagues), managing outdoor services and golf instruction. The Associate Golf Professional will report directly to the Head Professional and Director of Golf and will assume a leadership role within the golf operations team. This position will help oversee and take on a supportive role in the daily operations of the golf shop, back shop and member and guest experiences.

### **Responsibilities**

Responsibilities include, but are not limited to:

- Provide exceptional customer service and be knowledgeable on the products we are selling in the Golf Shop.
- Be a team leader and lead by example. It is important to inspire motivation and celebrate staff success.
- Be proactive in exceeding guest satisfaction. Investigate, respond and resolve challenges from guests in a timely manner.
- Ensure that superior standards of service are at all times meeting the requirements of our guests and employees and are constantly being improved upon. This may mean being creative in seeking new ways to get things done.
- Supervise the day-to-day operation of the golf shop and act as a Manager on Duty.
- Manage the back-shop services operation (outdoor services, cart storage, and driving range operations)
- Assist the Director of Golf with back-shop scheduling on a weekly basis and ensure employee standards are being met with Member and Guest experience satisfaction.
- Be confident in Retail Sales in both the Springs and Resort Golf Shop
- Take the lead on Golf Shop merchandise set up in both Golf Shop's ensuring our product is up to date and seasonally focused
- Lead and execute with the Head Professional the leagues of the club - Men's night, Ladies Day and Mixed League with their registration, on course proxy's, scoring and prizing.
- Play golf with the membership in league play (Men's, Ladies and Mixed League)
- Assist with tournament operations where needed (Cart staging, scoring and on course set up)
- Take on the lead role for all Junior Programs and camps
- Take the lead on new initiatives to bring to the club that are revenue generating opportunities such as additional ladies programming on the driving range accompanied by a food and beverage experience.
- Teach Clinics and Lessons to pass holders and guests
- Assist in the repair, and adjusting of golf clubs for members and customers.
- Provide excellent service to the Committee Leagues and remain in constant contact with them throughout the week to ensure a positive relationship is maintained between the Golf Operations team and the Pass Holders.
- Understand how to use golf programs such as 'Gallus Golf' and 'Club Prophet'

- Come up with new initiatives for golf programs at the club to engage guests and members
- Assist the Head Professional with tournament set up and execution for all member and corporate tournaments at both the Springs and Resort course.
- Will work closely with the Head Professional, Golf Shop Manager and Sr Golf Operations Manager (Resort Course) on day to day operations.
- Take the lead on Golf Leagues at the Resort Course and ensure the Committee Chair's needs are being met with expectations from the Professionals.
- Assist the Senior Golf Operations Manager with the Resort Course Golf Shop, ensure day to day operations are running smoothly at the Resort Course, Golf Shop is well organized and new initiatives are being brought to public play.

### **Qualifications**

Qualifications:

- Member in good standing of the PGA of Canada
- Ability to deliver exceptional customer service
- Excellent communication skills, both written and verbal
- Excellent computer skills
- Experience in organizing golf events, tournaments and leagues
- Knowledge in Club Prophet and Gallus Golf
- Understanding of Club fitting
- Experience with Junior Golf program execution and Golf Instruction
- Energetic and motivated to succeed in the Golf Industry
- A positive role model and team player
- Must be a self motivated individual with the want and need for team success

### **Compensation**

- Salaried employee (based on experience)
- Staff Housing (options available)

### **Benefits/Perks**

- Term of employment is early March to late October
- Meal discount program (50%)
- Equipment PGA Player Package while employed with Radium Golf Group
- Lesson Revenue (70%)
- Unrestricted playing and practice privileges
- PGA of Canada Dues paid for the current golf season.
- Educational and Tournament competition allowance (to be discussed)