

JOB POSTING – Mayfair Lakes Golf & Country Club

Position Title:	Golf Shop Sales Associate	<i>With the towering beauty of the North Shore Mountains serving as a backdrop, Mayfair Lakes in Richmond is a genuine golf sanctuary, offering a secluded country ambiance that's just minutes from Vancouver. The intrigue lies in the abundance of lakes and waterways that come into play on 13 of the 18 holes, adding as much challenge as aesthetic appeal to the course. In fact, this 6,641 yard Les Furber design has had the privilege of hosting many national tour events, and continues to rank as a favorite among tour professionals</i>
Department:	Golf Operations	
Reports to:	Head Golf Professional	
Job Type:	Seasonal Full Time	
Application Deadline:	May 1, 2017	

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.

STRUCTURE

Reports to: Head Golf Professional
Direct Reports: Works with all Golf Operations Team Members

DUTIES AND RESPONSIBILITIES

1. **Golf Shop**
 - Ensuring that all guests are checked in accurately and accounted for.
 - Assisting in keeping the Golf Shop tidy and merchandised.
 - 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
- Problem solving and decision making abilities

2. Abilities

- High level of organizational skills
- 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
 - Will be required to work on a shift basis, including weekends, evenings and holidays when necessary.
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Please send your resume and cover letter to:

Head Golf Professional: Brian Coe
bcoe@golfbc.com

Posting closes:

May 1st, 2017

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