



FRIDAY HARBOUR™
All Seasons Resort

Job Title: The Nest Golf Clubhouse Manager
Division: Resort Services
Department: Golf
Responsible To: Chief Resort Services Officer

Role Summary

The Nest Golf Clubhouse Manager is responsible for the professional management of all aspects of the Nest Golf Course. This individual is responsible for directing, leading and holding associates accountable in delivering an extraordinary guest service experience. The Nest Golf Clubhouse Manager will also be responsible for leading and providing instruction to groups and individuals that is of a consistently high quality and meets or exceeds customer needs and expectations.

Responsibilities

- Lead the day to day operations of The Nest Golf Clubhouse
- Work with Resort maintenance associates and course maintenance associates to ensure well-appointed golf course and practice facilities to achieve the best playing conditions
- Ensure The Nest Golf Clubhouse is well appointed, clean and maintained
- Develop operating budgets and administer those budgets on an ongoing basis by monitoring and tracking expenses
- Hire, train, coach and develop a successful and enthusiastic team, engaging in performance management and positive coaching and counseling as needed
- Manage scheduling in accordance with employment policies and budget targets
- Ensure that all time management and payroll processes are carried out accurately and timely
- Assist in development and implementation of department orientation and training
- Together with the Chief Resort Services Officer, develop strategies improving financial performance
- Complete scheduled inventories, stock and requisition necessary supplies
- Build relationships with customers and deliver excellent customer service by engaging and connecting with them and responding to their needs
- Accountable for monitoring tee time organization, golf rounds, pace of play, no shows and guest rounds
- Ensure proper billing for all lessons, programs and events
- Yearly production of The Nest Golf Clubhouse calendar of events and management of each event
- Champion the point of sales system
- Enforcement of all rules and regulations governing the use of the golf course and golf carts
- Ensure golfers are aware of and adhere to rules and regulations
- Promote the sales of all golf shop merchandise and assorted products
- Stay current and ultimately be recognized as a leader in your field utilizing innovation and creativity whilst striving to establish industry standards
- Ensure all departments are informed when events are taking place regarding requirements from each area
- Communicate with Property associates and other departments regarding day to day operations



FRIDAY HARBOUR™
All Seasons Resort

- Organize, promote and deliver effective instruction for guests, ensuring needs are identified
- Plan and deliver instruction to develop performance
- Ensure effectiveness of sessions are evaluated and reviewed
- Liaise with Chief Resort Services Officer, to conduct promotional events focused on equipment and custom fitting to stimulate product sales
- Organize, promote and deliver golf events that generate new participants or which grow the amount of golf played by established golfers
- Achieve revenue and contribution targets for the golf facility
- Develop the facility's reputation of consistently delivering high quality coaching and expert advice and service in the golf shop
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset
- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- University degree preferred in a related field
- Minimum 5 years as an Assistant Pro or above
- Class AA member of PGA or higher
- Proven track record at a private golf club preferred
- Previous experience in golf operations or golf retail an asset
- Level 2, 3 or 4 Coach
- Member in good standing of The Canadian Professional Golfers Association
- Level 3 RCGA Rules
- Minimum of 3 years' experience in golf coaching
- Expert in Handicap administration
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with golf management software, Microsoft Word and Excel



FRIDAY HARBOUR™
All Seasons Resort

- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 50 pounds without assistance
- Stand, sit or walk for an extended period of time or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces
- Significant exposure to varying weather conditions
- Will encounter hazardous materials, dangerous or toxic substances and chemicals
- May encounter excessive noise from engines and equipment
- Work area may be located alongside deep water

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.