

## **POSITION TITLE: Golf Shop Services Professional**

**DEPARTMENT:** Golf Operations

**COURSE:** The Links at Brunello

**REPORTS TO:** Golf Operations Manager

**JOB TYPE:** Full-time / Part-time Seasonal

**START DATE:** May 6, 2019 **END DATE:** September 1, 2019



### **APPLY:**

Please send your completed application form, resume and cover letter, indicating your desired position in the subject line to: Kendall Keeley, Golf Operations Manager The Links at Brunello 120 Brunello Blvd., P.O. Box 23 Timberlea, NS B3T 0G9 (902) 876-7649 Email:kendall@thelinksatbrunello.com

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### **COURSE PROFILE**

Designed by Thomas McBroom, The Links at Brunello course is a design that is beautiful, fun to play and uniquely its own. As the first new golf facility in the Halifax area in over 16 years, providing state-of-the-art, fresh and innovative options for today's golfer, The Links at Brunello is most certainly Nova Scotia's latest must play experience. Conveniently located 15 minutes from downtown and 30 minutes from Halifax Stanfield International Airport. The championship course was recently ranked 22 in Canada out of 2400 golf courses by Golf Digest and boasts bent grass tees, greens and fairways, GPS to the flag measurement, numerous white-sand bunkers, multiple teeing areas, and continuous paved cart paths.

### **OUR VISION**

The Links at Brunello will be a recognized leader in the golf industry, providing a high-quality experience by ensuring that our facilities and service exceed the expectations of our members, our customers and our employees.

### **POSITION SUMMARY**

- To support day-to-day operations of the facility
- To ensure that exceptional guest service is provided and that our guests enjoy a great golf experience
- This career building position will be a great opportunity for the individual who wishes to establish themselves as a viable candidate for our senior positions in the coming year

### **DUTIES AND RESPONSIBILITIES**

#### **Golf Services**

- Ensure the policies of the facility are executed daily
- Ensure continual training is maximized against the service cycle programs
- Provide the leadership in daily procedures to include internal arrival and departure, opening-mid and closing procedures, retail merchandising, cash handling, tee time booking, event setup and property cleanliness
- Assist in the day to day development and efficiency of the tee time management system
- Maximize the operation of the G.P.S. System and its performance capabilities
- Oversee the presentation of the external areas relating to golf operations
- Communicate all the related activities to each specific area to maximize guest flow
- Participate in the activities of all the related incentive and cost control centers

- Ensure all areas excel in management, visual presentation and results areas.
- Initiate and encourage excellence in merchandising, sales, custom fitting, and sales
- Experience in selling, report writing, computer skills, tournament and event planning will be considered a tangible asset
- Ensuring that first personal contact with guests is smooth and inviting
- Directing guests on golf course features and other pertinent information
- Preparing for tournament groups in a timely and efficient manner
- Communicating with outside services to ensure guest satisfaction and efficient timing
- Attending to guest requests as required and assisting with large groups and tournaments to ensure that guests expectations are exceeded
- Working effectively with other team members in all departments
- Living and teaching core standards to team members

### **Health and Safety**

- Every individual in our workplace has the responsibility to participate in identifying OHS problems, seek solutions and follow established policy and procedures
- Take every reasonable precaution in the circumstances to protect the employee's own health and safety and that of other persons at or near the workplace
- Take every reasonable precaution in the circumstances to ensure that protective devices, equipment or clothing required by the employer, the Act or the regulations are used or worn
- Consult and co-operate with the joint occupational health and safety committee

### **Team Member Development**

- Ensuring Team Members are trained to exceed guest expectations
- Developing a team that is knowledgeable and able to answer questions about the property and company

### **Guest Experience**

- Exceed the expectations of guests by serving, anticipating and catering to their needs

### **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

- Prior experience with a major golf, service or hospitality operation
- Background experience and desire to advance within the golf industry
- Problem solving and decision-making abilities
- High level of organizational skills
- Excellent oral and written communication skills
- Must be able to work in a fast-paced environment
- Must be organized and maintain a positive attitude
- Must be a committed, detail-oriented team player

### **WORK CHARACTERISTICS**

- Primarily an indoor work environment with frequent standing and walking
- Some outdoor work required
- May require heavy lifting
- Will be required to work on a shift basis, including weekends, evenings and holidays.