

Schedule "A" Job Description- Golf Services Manager

GolfServices Manager Reporting to the Directors of KaneffGolf, the Golf Services Manager will oversee the performance of all Golf Shop and golfer service operations and ultimately be responsible for performance standards and customer satisfaction within the department. The position will promote an exceptional "golf experience" and provide excellent services and programs for all customers.

Responsibilities

- A demonstrated ability to own and manage all aspects of the Golf Shop retail business
- Recruit, hire, train, schedule and motivate Golf Shop and golfer services staff.
- Accountable for the implementation of the annual golf operations budget, monthly reporting and budget creation
- Proficient instructor well versed in the latest club fitting and teaching technologies (If applicable)
- Proven leadership, management and organizational skills
- Excellent communication skills and the ability to work closely within the Management Team
- Computer literate and responsible for helping with the creative and updating of the Golf section in social media and club section of the KaneffGolf website
- Organize and oversee annual golf event fixtures and programs including participation in the internal marketing and administration of the events and programs
- Participate in cross promotion and marketing of all Club events including social, food and beverage as an active member of the Management Team
- Learn, train employees and execute all Proshop functions in the POS software.
- Monitor and identify revenue opportunities in the tee sheets. Be proactive and work with the Revenue Manager to optimize tee sheet revenues from all golf sources
- Ability to implement, enforce and maintain all policies, programs and plans as established by the Management team communicated through the Directors or Senior Kaneff Management Team, with a strong focus on promoting a safe work environment.
- Participation in monthly JHSC meetings is a must.
- Attend and participate in all necessary Department Head and Splits meetings including but not limited to the Senior Management or Head Office debriefing meetings
- Ability to market, schedule and manage any external competitions and events
- Provide support for prospective member and event sales, new member integration and membership retention programs
- Maintain and promote a well-respected and professional image within the Club, the industry and community

