



JOB POSTING – Arbutus Ridge Golf Club

Position Title:	Golf Shop Sales Associate/Social Media Coordinator	<i>The Arbutus Ridge Golf Club is located in the seaside community of Cobble Hill, a 25 minute drive from the outskirts of Victoria, 45 minutes from Nanaimo and just 15 minutes from the cultural city of Duncan. The Bill Robinson design 18-hole golf course is complimented with the renowned GBC Golf Academy, Satellite Bar & Grille and Indoor Tennis Facility. Recipients of the 2017 Employer of the Year Award from Tourism Vancouver Island. www.arbutusridgegolf.com.</i>
Department:	Golf/Marketing	
Reports to:	Head Golf Professional	
Job Type:	Seasonal (Apr-Oct), 30-40 hours per week	
Application Deadline:	March 20, 2018	
Start Date:	April	

POSITION OBJECTIVE

1. To ensure the proficient operation of the Golf Shop, and Tee Sheet.
2. To provide exceptional guest service and ensure our guests enjoy a great golf experience.

DUTIES AND RESPONSIBILITIES

1. Golf Shop

- Check-in guests accurately
- Assisting in keeping the Golf Shop tidy and merchandised in alignment with the retail sales plan
- Maintaining displays for aesthetics and maximizing retail space
- Selling merchandise including clothing, accessories, golf equipment, and other relevant items
- Opening/Closing Golf Shop in a timely and efficient manner
- Reconciling Cash outs quickly and accurately
- Consistently looking for opportunities to maximize potential revenue in the Golf Operations Department
- Acting as “Manager on Duty” when required
- Attending to guest requests and complaints as needed
- 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
- Work cohesively with other team members in all departments
- Exceed guest expectations when assisting with large groups and tournaments
- Booking and ringing through golf lessons as required.
- Arrive on time and in a presentable manner.

2. Social Media

- Perform research on current trends and audience preferences
- Design and implement social media strategy to align with business goals

- Understand the similarities and differences of the users of each social media platform
- Generate, edit, publish and share engaging content daily
- Work with General Manager to monitor web traffic metrics
- Communicate with followers, respond to queries promptly and watch customer reviews
- Suggest and implement new features to develop brand awareness
- Stay current with technologies and trends in social media, design tools, and applications

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

1. Technical Skills and Knowledge

- Background experience in the golf industry would be a bonus
- Background knowledge of computerized Point of Sales Systems is a bonus
- Problem-solving and decision-making abilities
- Basic Microsoft Office skills
- In-depth knowledge of multiple social media platforms

2. Abilities

- Personal core values align with the business'
- Passionate & Friendly
- 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.

BENEFITS

- Complimentary Golf & Tennis on a stand-by basis
- Option to purchase goods from the Golf Shop for cost + 10%
- Discount on food in the Satellite Bar & Grille for you and up to three guests

Please send your resume and cover letter to:

Position: Andrew Hajer
ahajer@golfbc.com

Posting closes: March 20, 2018

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