

JOB POSTING – Furry Creek Golf & Country Club

POSITION TITLE:	Golf Shop Supervisor	<p><i>Furry Creek is not a course that one merely plays – it is an enriching adventure to be savoured. Considered one of the most beautifully landscaped playgrounds in the province, Furry Creek delivers and unforgettable experience with its breathtaking beauty, dramatic play and first class facilities. As BC's most scenic golf course, Furry Creek perfectly captures the most spectacular qualities of this part of the country. This par 72, 18-hole golf course designed by Robert Muir Graves and built in 1993 offers panoramic ocean views and encounters with abundant wildlife, and is just 35 minutes north of Vancouver, along the scenic Sea to Sky Highway to Whistler. furrycreekgolf.com</i></p>
DEPARTMENT:	Golf Operations	
COURSE:	Furry Creek Golf & Country Club	
REPORTS TO:	Head Golf Professional	
JOB TYPE:	Full Time Seasonal March 1 to October 31, 2012	
APPLICATION DEADLINE:	February 1, 2012	

JOB DESCRIPTION

1. Golf Shop

- Ensuring that all budgets are adhered to during appropriate time periods.
- Assist with ordering, receiving, pricing, displaying, and selling merchandise.
- Assist with maintaining inventory controls.
- Maximizing revenue potential of the Golf Operations Department.
- Supervising Golf Operations team members.
- Assist with scheduling within allotted budget for Golf Shop team members.
- Training team members on Golf Shop policies and procedures.
- Attending to guest requests and complaints as required.
- 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.
- Overseeing guest and member tournaments to ensure proper execution.

2. Team Member Development

- Direct and supervise Golf Operations Team Members.
- Providing leadership, motivation, and direction to Golf team.
- Administering timely and ongoing training of direct reports.
- Providing regular and effective communication and feedback to Golf team.
- Developing a team oriented environment, dedicated to exceeding guest expectations.
- Ensuring that GolfBC human resource policies promote fair treatment to all team members.

3. Guest Experience

- Ensure that Team Members are trained to exceed guest expectations to 95% of met or exceeded expectations per the guest comment survey.
- Develop a team that is knowledgeable and able to answer questions about the property and company.

JOB REQUIREMENTS

Technical Skills and Knowledge

- Solid understanding of the golf and country club environment
- Education or experience in the golf/hospitality industry
- Problem solving and decision making abilities

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
- May require heavy lifting
- Will be required to work on a shift basis, including weekends, evenings and holidays when necessary

COMPENSATION

- \$3300 - \$3500 monthly salary based on experience
- Equipment package while employed at the club
- Bonus/Sales incentives

**Please send your resume and cover letter to:
Furry Creek Golf & Country Club, 150 Country Club Rd, Furry Creek BC, V0N 3Z2
Attn: Brian Coe, Head Golf Professional or via email to bcoe@golfbc.com**

Posting closes: Feb 1st, 2012

Only qualified candidates will be contacted for interviews.