



Job Title: Head Golf Professional

Club: Windermere Golf & Country Club

Location: Edmonton, Alberta

The Opportunity:

Windermere Golf & Country Club is actively searching for its next Head Golf Professional. Candidates must be motivated to oversee the management and performance of all golf operations and related service offerings to provide a best-in-class golf experience in line with a top tier private club.

The Club:

The Windermere Golf & Country Club is an equity-based private club in Edmonton, Alberta, and exists for the exclusive use of its shareholders, associate members, their family and invited guests. Windermere's vision is to be "The Golfer's Private Club of Choice" and is considered by many to be one of the finest golf clubs in Western Canada. The course has seen a complete renovation and is consistently ranked within the top 100 courses in Canada by Score Golf, most recently 58th in 2022. The addition of a beautiful new clubhouse in 2011 has allowed the club to elevate its offerings to members and guests. Windermere is committed to providing the membership with an exceptional golfing and social experience.

Position Overview:

The Head Golf Professional (HGP) reports directly to the General Manager. The HGP is expected to provide quality leadership to all golf operations staff and ensure that we continue to exceed the expectation of our members and their guests.

The HGP must be a direct communicator and have a natural style of "sincere engagement" with members and your fellow team Windermere staff members. He/she will possess a passion for the game of golf, drive to offer premier service matched with strong business acumen. Continuing education, industry involvement, strong peer relations and staying at the forefront of innovation within the industry are necessary traits.

Direct Reports

- Head Teaching Professional
- Associate/Assistant Professionals
- Merchandise Manager
- Golf Shop Associates
- Member Services

Candidate Qualifications:

- Experience as a Head Professional or Associate Professional at a golf club known for delivering its members a premier service experience that exceeds expectations
- Passion and genuine enthusiasm for the game of golf and golf industry
- A proven leader that can motivate and inspire staff to exceed expectations
- A keen observer with the ability to see and understand the big picture (entire club)
- Desire to be highly visible and engage with both members and staff daily
- Excellent verbal and written communication skills
- An innovative approach to retail operations and ability to think outside the box
- Budget management skills and forecasting (zero-based budgeting)
- Strong character, confident yet humble that is willing to be the face of the department

Responsibilities:

- Deliver a best-in-class golf operation for both members, guests, and staff
- Recruitment, retention, and on-going involvement with all golf operations staff
- Coordinate members events that exceed expectations and in line with offerings at a top tier private club
- Work with the Head Teaching Professional to develop academy programs for the benefit of members
- Ability to organize your team and delegate necessary roles and responsibilities
- Develop, grow, and foster a positive employee work culture
- Management of tee time reservations, pace of play and enforcement of club policies
- Preparing an annual department budget in line with plans and expectations for operations
- Oversee an innovative approach to all elements of retail operations and service
- Active participation in Golf Course Integrity Committee meetings and other committees as required
- Work directly with senior management team (Controller, Course Superintendent, Director F&B)

Compensation Package:

- Base salary of \$105,000 - \$120,000 dependent on candidate's experience
- Bonus potential of up to 10% of base salary (based on agreed upon KPI)
- Medical and dental benefits etc. (additional health spending account provided)
- RRSP matching, up to 5% of base salary
- Meals provided while on shift
- Allowances provided for professional dues, continuing education, cell phone, tournaments, and clothing
- 100% of lesson revenue will be retained by the HGP

To Apply:

Qualified applicants should apply via e-mail with cover letter and resume to Brice MacDermott, CCM, PGA, General Manager, bricem@windermeregcc.com quoting "Windermere Head Golf Professional " in the subject title by **Friday, November 25, 2022**.

Windermere Golf & Country Club appreciates and thanks all candidates for their interest in applying for this position. All applications will be held in strict confidence and all submissions will receive a confirmation receipt (within 72 hours) and directions about the details of the search process.

Projected start date for this position is February 1, 2023, but flexible dependent on the needs of the successful candidate. Please note, the successful candidate will be subject to a criminal record check.

Windermere Golf & Country Club is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.