



Job Title: Head Golf Professional

Responsible To: The Nest Golf Club Manager

Role Summary

An integral part of the leadership team orchestrating our golf operations with full responsibility for the member golf experience, golf academy and event programming. The primary responsibility of the Head Golf Professional is to provide golfers an exceptional experience. The Head Golf Professional is a highly visible leader with a contagiously friendly demeanor that will stop at nothing to provide a world class golf experience.

Responsibilities

- As a part of the leadership team developing the facility's reputation through consistently delivering high quality customer service
- Responsible for coaching, custom fitting and repairs and providing expert advice
- Oversee, organize, promote and deliver an effective academy offering for members and guests ensuring that each participant needs are identified
- Create coaching development plans, sales and marketing plans and operational strategies
- Oversee the Pro Shop and Golf Operations
- Responsible for all visual merchandising of the Pro Shop
- Responsible for all inventory control measures, full counts and spots counts as required
- Accountable to ensure all merchandise is properly received and labeled to the highest accuracy
- Oversee daily department operation, including start of shift briefings, daily assignments, tee times, and end of shift cash remittances
- Serve as an individual contributor and department role model by performing technical or functional job duties
- Coordinate tasks and work with other departments to ensure that the department runs efficiently
- Assist with to overseeing and planning of the annual golf event fixture list
- Work with golf advisory boards to ensure all member needs are met to the highest levels of satisfaction. Serve as a member and lead on all of these member committees
- Liaison between the Retail Manager and Nest Golf to ensure that all procurement processes are followed
- With the Retail Manager, source and secure new vendor relationships to drive retail business
- Monitor and assist with the implementation of the world handicapping system
- Implement and enforce policy, programs and plans established and communicated by the Club Manager
- Train, coach and counsel associates on work related concerns and issues to ensure satisfaction and productivity
- Preparing and presenting performance management documentation to associates
- Maintain the Nest golf standards and member satisfaction working in conjunction with the Club Manager
- Responsible for the promotion and sales of merchandise and all golf services



- Responsible for new golf business development in collaboration with the Club Manager
- Organization and execution of all club leagues, events and tournaments
- Prepare, attend and contribute to departmental and organizational meetings as required
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Requirements

- University degree or college diploma preferred in a related field
- Minimum 5 years as a golf professional. Private club experience considered an asset
- Class 'A' Member in good standing of the PGA of Canada. Head Professional experience is an asset but not required
- Experience successfully coaching clients of different ages and skill levels, individual and groups
- High level of knowledge and expertise pertaining to the game of golf and golf operations
- High level of knowledge with regard to the World Handicap System
- Must possess excellent customer service skills and track record
- A highly visible, friendly and outgoing leader
- Must be technology proficient. Preferred candidate will have previous experience with golf club management software, Microsoft Word and Excel
- Experience with ChronoGolf (Lightspeed) and Golf Genius is an asset
- Smart Serve Certification
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 50 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces
- Significant exposure to varying weather conditions

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.