

Job Title: Pro Shop Supervisor

MaraHills Golf Resort

Location: Sicamous, BC, Canada

Department: Golf

Reports To: Head Golf Professional / Golf Professional Staff

Classification: Full Time Seasonal

(must be available to work any shift including early mornings, days, evenings on weekdays, weekends and/or holidays)

Wage: \$18 to \$22/hr (Potential for more dependent on qualifications & availability)

Company & Position Overview:

Join our esteemed team at MaraHills Golf Resort, where we are dedicated to providing exceptional service and unforgettable experiences to our members and guests. Situated amidst breathtaking mountainous terrain and meticulously maintained fairways, our golf course offers a premier golfing destination for enthusiasts of all levels. We are committed to excellence in every aspect of our operation, from course maintenance to customer service.

We are seeking a dynamic and customer-focused individual to join our team as a Pro Shop Supervisor. In this position you will play a key leadership role in the daily operations of our golf shop, ensuring that our members and guests receive outstanding service and support. If you have a passion for golf, strong leadership skills, and a commitment to excellence, we want to hear from you!

Responsibilities:

- Supervise and oversee the day-to-day operations of the golf pro shop, including staff scheduling, training, and performance management
- Provide exceptional customer service to members and guests, including assisting with merchandise sales, tee time bookings, and inquiries
- Maintain accurate inventory records and ensure that merchandise displays are attractive and well-stocked
- Collaborate with golf course management team to coordinate tee time reservations, course bookings, and event logistics
- Assist with member and guest administration, including processing membership applications, renewals, and general inquiries

- Handle cash and credit card transactions accurately and securely, including opening and closing registers and daily balancing of cash floats.
- Monitor and enforce club policies and procedures, including dress code and pace of play guidelines
- Assist with golf shop events, promotions, and marketing initiatives to drive revenue and enhance the member and guest experience

Qualifications:

- Previous experience in a retail or customer service supervisory role, preferably in a golf pro shop or similar environment
- Strong interpersonal and communication skills, with the ability to interact confidently with members and guests
- Knowledge of golf equipment, apparel, and accessories is preferred
- Ability to work efficiently unsupervised as well as part of a team
- Flexibility to work early mornings, evenings, weekends, and holidays as required
- Proficiency in point-of-sale systems and Microsoft Office Suite
- Basic knowledge of golf rules, etiquette, and terminology is preferred
- Valid driver's license and reliable transportation to and from the golf club

Benefits:

- Competitive hourly wage or salary
- Opportunities for professional development and advancement within the golf industry
- Employee discounts on golf merchandise, equipment, and dining
- A supportive and collaborative work environment with a passion for promoting the game of golf

If you are an enthusiastic and dedicated individual with a passion for golf and a desire to lead a fantastic team, we encourage you to apply for the Pro Shop Supervisor position at MaraHills Golf Resort. Please submit your resume and a brief statement outlining why you would be a great fit for our team.

We are an equal opportunity employer and values diversity in the workplace. We welcome applicants of all backgrounds to apply.

Apply:

Please submit your resume & cover letter to Rick Thompson, PGA Professional at proshop.marahills@golfnorth.ca and copy Kevin Hamill, General Manager at manager.marahills@golfnorth.ca

In your application, please include any relevant experience or skills that make you a strong candidate for the position. We thank all applicants for their interest, but only those selected for an interview will be contacted.

Please be sure to include *Pro Shop Supervisor* in the Subject line of your email