

## **Golf Shop Manager**

### **Hornby Glen Golf Course**

**Location:** Halton Hills, Ontario, Canada

**Department:** Golf

**Reports To:** General Manager

**Classification:** Full-Time

#### **Summary:**

The Golf Shop Manager is responsible for promoting and maximizing the "Customer First" store culture. She/he will exhibit sound reasoning and accurate judgment in the decision-making process with the ability to alter approach, develop alternative solutions and manage the daily operations of the golf shop, tee sheet and course activities. The Golf Shop Manager will be responsible for maximizing sales, tee sheet use, and profitability, proactive staff development, controlling expenses and shortages along with GolfNorth Properties Inc. brand standards. The Golf Shop Manager must ensure that a high level of customer service is always delivered and any issues that could arise with dissatisfied customers are managed. The Golf Shop Manager coaches and motivates the team to deliver all targets, and leads by example.

#### **Responsibilities:**

- Ensure that the policies and procedures of the golf shop are enforced.
- Prepare the employee work schedule ensuring that the golf shop is properly staffed to handle the customer load, and other activities such as receiving new shipments.
- When necessary, resolve customer complaints to the customers satisfaction in a timely manner.
- Establish golf shop cleanliness and appearance levels, and make certain that the golf shop personnel maintain the facility to those established criteria.
- Establish and monitor the product displays in the Pro Shop.
- Maintain strong inventory and purchasing control policies and procedures.
- Ensure each customer receives exceptional "Customer First" service, by providing a customer friendly environment, which includes greeting and acknowledging every customer, maintaining outstanding standards.
- Develop, communicate and implement plans to maximize sales, to meet or exceed goals and objectives throughout the store, especially in designated departments.
- Control shrinkage, expenses, and payroll, while ensuring sales floor is adequately stocked, signed, and merchandise is displayed to brand presentation.
- Ensure execution of all visual merchandising programs, modules and direction, as dictated by GolfNorth Properties and the Regional Manager, by

assisting and implementing floor moves, merchandising and display maintenance.

- Ensure compliance with all policies and procedures through regular meetings, store walk-through and audits.
- Address challenges, issues and opportunities in a direct, timely and constructive manner, partnering appropriately with Human Resources as needed.
- Administer GolfNorth Properties Inc. policies and procedures fairly, taking timely and appropriate actions to ensure compliance.
- Act proactively in seeking and sharing current and accurate knowledge, as it pertains to all GolfNorth Properties Inc. products and services.
- Manage and motivate a team to increase sales and ensure efficiency.
- Manage stock levels and make key decisions about stock control.
- Ensure standards for quality, customer service and health and safety are met.
- Organize special promotions, displays and events.
- Perform any other duties as necessary.

#### **Qualifications:**

- Completion of high school and College/CEGEP/vocational or technical training.
- Golf course management degree/diploma preferred.
- Demonstrated service orientation
- Extensive knowledge of golf.
- Minimum of 3 years work experience in the golf retail industry.
- Minimum of 1 year work experience in a supervisory role in a retail environment.
- Proven excellent customer service skills.
- Management experience preferred.
- Excellent time management and prioritization skills.
- Demonstrated ability to train and motivate staff.
- Basic office administration skills.
- High level of proficiency with Microsoft Office productivity suite
- Highly effective teamwork skills.
- Able to effectively communicate both verbally and in writing.
- Strong customer service and troubleshooting skills.
- Politically and culturally sensitive.
- Able to plan and organize work effectively and ensure its completion.
- Well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills.
- Ability to learn and adapt to sales software quickly.
- Professional, responsive, and positive work attitude is essential.
- Meticulous records maintenance skills.

#### **Core Competencies:**

- Customer and Sales Focus
- Communication
- Energy & Stress
- Team Work
- Time Management
- Adaptability/ Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing
- Tee Sheet Maximization
- Problem Solving
- Result Focus
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating
- Providing Consultation
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Laws, Rules and Regulations
- Mathematical Reasoning
- Development and Continual Learning

**Working Conditions:**

- Ability to attend Management Meetings.
- Manual dexterity required to use desktop computer and peripherals.
- Overtime as required.

**To Apply:**

Please submit your resume and cover letter to Brad Nesbitt at [manager.hornbyglen@golfnorth.ca](mailto:manager.hornbyglen@golfnorth.ca). Please write "Hornby Glen - Golf Shop Manager" in the subject line.

**Job Posting**

Hornby Glen requires a Golf Shop Manager to be responsible for promoting and maximizing the "Customer First" store culture. She/he will exhibit sound reasoning and accurate judgment in the decision-making process with the ability to alter approach, develop alternative solutions and manage the daily operations of the golf shop and its activities. The Golf Shop Manager will be responsible for maximizing sales, tee sheet use, and profitability, proactive staff development, controlling expenses and shortages GolfNorth Properties Inc. brand standards. The Golf Shop Manager manages the day to day operation of the store whilst ensuring costs are

contained within targets. The Golf Shop Manager coaches and motivates the team to deliver all targets and lead by example.

Hornby Glen is part of the GolfNorth Properties family of courses offering competitive wage packages, an incredible work environment, and career advancement opportunities.