



Position: Head Golf Professional

Description:

The Wingfield Golf Club is seeking a Head Golf Professional to provide leadership for all golf related activities. We are looking for a PERSONALITY that embodies our philosophy and strives to inspire everyone around them to be better. We want a leader that will push from the back, not pull others from the top.

Wingfield Golf Club is a 27-hole layout on 300 acres ranging from 5300 to over 7200 yards. A public golf club with an annual membership of 150 and over 9k individual patrons who play the course. Ownership and the management team are committed to making this into one of the best public courses in and around the City of Calgary.

Job Summary

The Head Golf Professional's responsibilities include managing, overseeing, and taking part in all aspects in Golf Operations, including customer success, marketing, membership sales, teaching, outside services, driving range, power cart fleet management, and team building.

Manage all sources of revenue with a focus on maximizing profits.

Customer Service:

- Creates a customer success-oriented atmosphere that promotes the game of golf and meets the needs of the Members and Guests.
- Serve as an Ambassador improving Member relations and communication, keeping Membership as the priority and critical success factor of the club.
- Supervise guest check in and coordinate activities between the Golf Shop and Guest Services to ensure efficient course operation.
- Participating in daily operations as required to support the team.
- Reconcile daily tee sheets, perform check-ins, and receive payments from members and guests.

Administrative Responsibilities:

- Help in the development and day to day tracking of the budget and business plan.
- Perform payroll tasks as scheduled and adjust prior to sending to payroll.
- Inventory control and management.
- Ensure all employees have been processed through to Payroll.
- Ensure Health and Safety Standards are being adhered to.

Training and Development

- Participate with the ongoing development of operating manuals for Golf Operations
- Develop job descriptions
- Direct, coach and manage the team in line with Wingfield policies
- Recruit, hire and train all Golf Operations Team Members.

Directing and Delegating

- Communicate organizational goals to the team.
- Foster a success oriented and accountable environment.
- Teaching a genuine customer success attitude.
- Implement and keep effective open communication with all departments

Qualifications:

- PGA of Canada member in good standing.
- Smart Serve certification an asset.
- Working knowledge of GolfNow Pro and Simulator Software an asset.
- Ability to deal with adversity on a regular basis.
- Able to thrive in a fast-paced environment.
- Having the ability to be a “Forward Thinker”
- Proficient computer skills in word processing, spreadsheets, and Microsoft Office.
- Problem solver.
- A team player who leads by example.
- A service driven individual dedicated to the member, guest, and employee experience.

Compensation:

- \$70K (with additional performance benefits), Performance is directly related to the successful hosting and marketing of tournaments and total increase in club revenues year over year.
- Lesson revenue 90% of total. Lessons will be conducted in time outside of the regular work hours.
- PGA dues paid in full upon completion of season.
- Meal Allowance – One meal per working day included.
- Health Benefit Package – This package can be offered after successful completion of 3 months of probation period.