



**SILVERTIP**<sup>®</sup>  
CANMORE \* ALBERTA

## Golf Merchandise Coordinator

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**Department:**

Golf Operations

**Reports to:**

Golf Shop Supervisor

**About Us:**

Stone Creek Resorts Inc. is a resort company comprised of two world-class golf resorts in the most beautiful natural surroundings: Silvertip Resort in Canmore, Alberta, and Eagle Ranch Resort in Invermere, British Columbia. The resorts' values have existed since foundation; striving to provide an extraordinary experience to our guests. Our commitment to 'Service Beyond' sets us apart from our competitors.

**Summary:**

The Golf Merchandise Coordinator will be responsible for assisting the Head Golf Professional & Golf Shop Supervisor with overseeing all elements of the Silvertip's golf merchandise related activities resulting in extraordinary experiences for all guests. Assists the Head Professional with training and evaluation of the golf shop team regarding retail and merchandising. Assists the Head Golf Professional with managing and coordinating aspects of events and tournaments. Updates and maintains tee sheet bookings when required. Maintains an attractive, orderly appearance in and around the golf shop, practice facilities and other golf related areas to maintain a safe, inviting environment for guests and staff. Represents Silvertip Resort in a professional manner at all times.

**Every Employee at Silvertip Resort will possess the following Core Competencies:**

- A team-oriented individual who strives to create a memorable guest experience.
- An individual who maintains high standards and thrives off accomplishing tasks and achieving goals.
- An active listener who has a positive and responsive personality with the ability to make decisions and exercise independent and sound judgment.

- An individual who has a lifelong love for nature and is inspired to respect and promote the environment that surrounds you.
- An individual that has the belief that all workplace injuries are preventable and will maintain a healthy and safe environment.

**Job Duties:**

- Always maintains a friendly, hospitable and helpful attitude with all guests and fellow employees.
- Daily coordinating of merchandise operations in the golf shop. Communicating with golf shop and golf services employees, supervisors, and management throughout the day.
- As an employee at Silvertip Resort you will be responsible for maintaining a healthy and safe work environment for all fellow employees and our guests.
- Will always keep all equipment and work areas clean and safe and in proper working order.
- Develop, train, and monitor Golf Shop and Golf Services Associates on merchandising, inventory of products, and customer service.
- Follows directives and completes assignments with a minimum of supervision.
- Inventory control and overseeing monthly inventory counts.
- Monitor all elements of the golf shop operation.
- Knowledge of the golf course, golf rates and golf shop product.
- Liaises with the Events Team on all golf event requirements.
- Merchandise and inventory of Golf Shop product.
- Answer phones in a professional manner and assist callers with any requests they may have when required.
- Book tee times according to procedures when required.
- Follow all guest check in procedures.
- Direct guest to locations around Silvertip Resort.
- Follow all lost and found procedure.
- Complete daily cash-out procedures when required.
- Ensure that guest services staff is informed of all range users.
- Monitor Golf Shop voicemail & email and respond to requests in a timely manner.
- Handle all guests' special requests in a professional manner.
- Be aware of all Silvertip Resort promotions and incentives.
- Follow opening and closing procedures.
- Attends and actively participates in regularly scheduled staff meetings and training courses as required.
- Any other duties as assigned.

**Requirements:**

- Driver's License
- High school diploma or GED
- Experience in golf operations including employee motivation and training, golf instruction, tournament and event management an asset
- Knowledge and understanding of typical golf course procedures

- Proficiency with Microsoft Word, Excel, Outlook
- Manual dexterity required to use desktop computer and peripherals
- Previous retail or golf experience
- Knowledge of POS an asset
- Knowledge of tee time booking and tournament software an asset.
- Demonstrate professional radio etiquette
- Maintain a clean and safe work environment within your department
- Be continually aware of and maintain the highest standards of personal hygiene and dress
- Follow all Health and Safety procedures
- Able to work in a team environment
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail
- Regularly exposed to moving mechanical parts and outside weather conditions
- Occasionally exposed to wet and/or humid conditions
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position
- Frequent lifting, bending, climbing, stooping and pulling
- Frequent repetitive motions
- Continuous standing and walking.
- Strong work ethic and positive team attitude
- Ability to work flexible hours including some split shifts, early mornings and late evenings

**Working Conditions:**

- Fast paced environment
- Able to stand for extended periods of time
- Overtime if required
- Lifting or moving up to 50lbs

**Why Silvertip Resort:**

- Our staff experience working at a world-class golf resort
- We care about our team's success
- Discounted: Golf Privileges, Staff Meals, Restaurant Meals, Golf Shop purchases, sister resort Eagle Ranch
- Staff accommodation available on site
- Live and work in the beautiful Canadian Rocky Mountains
- We offer a unique and engaging work environment with breathtaking views.

Stone Creek Resorts Inc. is committed to supporting a diverse workforce for various communities within which we operate. We encourage all qualified professionals without regard to race, gender identity, colour, sex, marital/family status, citizenship, religion, sexual orientation, aboriginal status, age, etc.