



SILVERTIP[®]
CANMORE * ALBERTA

Golf Services Supervisor

Department:

Golf Operations

Reports to:

Head Golf Professional

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 Service Supervisor at Silvertip Resort will provide hands on supervision for Golf Service Attendants I and II. As a Golf Service Supervisor you will ensure your team is trained and coached on practices that are required to uphold one of Canada's top resort golf courses. You will lead a dedicated group of employees in all of the elements that go into providing the highest service standards and guest experience. As an employee at Silvertip Resort you will be responsible for maintaining a healthy and safe workenvironment for all fellow employees and our guests.

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:

- Greet and interact with any guests you encounter - with a smile.
- Develop, train and monitor Golf Service Attendants I and II on golf service, golf carts, and practice facilities while ensuring proper documentation.
- Inspect all elements of the Golf Service operation.
- Create weekly schedules for Golf Service department to be approved by the Head Golf Professional.
- Collect, record, and distribute gratuities to employees on a weekly basis.
- Monitor all Golf Service department supplies.
- Liaises with the Golf Event Coordinator on all golf event requirements.
- Assist guests with unloading golf clubs from vehicle or inform them about rental clubs.
- Direct the guests to the golf shop, location of the practice facilities, their golf cart, the first tee, and restaurant outlets.
- Pull carts for guest use and ensure they are properly stocked and in presentable fashion.
- Load guests' golf clubs or rentals onto golf carts.
- Maintain cleanliness and appearance of all Golf Services work areas and equipment at all times.
- Knowledge of the golf course, golf rates and golf shop product.
- Maintain the practice facility throughout the day, and efficiently monitor range operations.
- Inform guests of the Silvertip Golf App and GPS procedures.
- Ensure all guests meet the dress code requirements of Silvertip Resort.
- Ensure guests understand golf cart operation.
- Maintain radio contact with the Golf Shop, Starters, Ambassadors, and fellow Golf Services Attendants to ensure a smooth and timely tee sheet and operations.
- Ensure that the golfers are ready for their tee time and are directed to the first tee in a timely manner.
- Clean clubs once golfers come off the golf course and helping guests with their clubs to vehicles.
- Listen to guests' feedback and ensure a Manager is involved when necessary.
- Maintain rental clubs and ensure that clubs are properly cleaned and accounted for before and after every round.
- Inspect golf carts for any damage.
- Document any damage to the golf cart and bring the guest to the Golf Shop for damage payment.
- Take damaged carts down to the maintenance compound (if necessary) with a detail of what happened and what the problem is for the Mechanic.
- Clean, stock, park, and charge golf carts.
- Pick, clean, and store range balls as necessary.
- Handle all guests special requests in a professional manner.
- Be aware of all Silvertip Resort promotions and incentives.

- Follow opening and closing procedures.
- Attend meetings and training courses as required.
- Any other duties as assigned.

Requirements:

- Driver's License
- High school diploma or GED is an asset
- Previous golf course experience
- PGM is an asset
- Lift up to 50lbs occasionally, 30lbs frequently, and 20lbs constantly
- Capable of operating machinery and equipment
- Ability to work flexible hours including some split shifts, early mornings and late evenings, weekends, and some holidays
- 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
- Strong work ethic and positive team attitude

Working Conditions:

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

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.