



JOB POSTING – Olympic View Golf Club

Position Title:	Golf Event Coordinator	<i>Olympic View Golf Club is a Bill Robinson design 18-hole championship golf course with a superb practice facility, the award winning GBC Golf Academy, magnificent clubhouse and Forester's Restaurant. Located in beautiful Victoria BC, Olympic View delivers on the golfing and culinary experience with exceptional service, stunning scenery, spectacular waterfalls and meticulous course conditioning.</i>
Department:	Golf Operations	
Reports to:	Head Professional	
Job Type:	Salary Year Round	
Application Deadline:	July 18, 2018	

POSITION OBJECTIVE

1. To assist the General Manager and Head Professional, to maintain event business for the Golf Course by way of providing courteous and effective selling techniques. Will work closely with the F&B Manager, Executive Chef and Head Professional
2. To coordinate all golf events from initial concept through to event day and post event reconciliation
3. To ensure that exceptional customer service is provided and that our guests enjoy a great golf experience

STRUCTURE

Reports to: Head Professional

DUTIES AND RESPONSIBILITIES

1. Department Specific Duties

- Communicate effectively with management team and team members at all times
- Participate in weekly department meetings summarizing future events and their details
- Maximize and achieve budgetary potential and objectives for revenue
- Liaise with clients helping them formulate the necessary requirements for a successful event
- Perform post event evaluations following each golf event
- Produce contracts and correspondence files for groups
- Keep the calendar and computerized tee-sheet updated
- Maintain accurate client files and follow up with any client requests
- Liaise and relay any food and beverage requirements to the F&B department, check availability for groups and arrange for on course accounts

- Receive and process deposits from credit cards, cheques etc. Credit accounts through the Golf Shop POS system and acknowledge confirmation of payment
- Finalize numbers, rental club requirement and take final payment and credit accounts
- Produce event day collateral
- Meet and greet tournaments on arrival and introduce to Guest Host and Golf Shop Team Members
- Use the Impact Scoring software programs to provide high quality tournament scoring
- Provide backup of any additional event day charges and create client statements
- Liaise with the accounting department and provide information for invoicing and account reconciliation
- Build event packages catering to the needs of our guests
- Be conversant with all liquor, fire and safety regulations as they apply to the operation of the clubhouse.
- Have a thorough knowledge of set up, layouts and maximum room configurations for a variety of banquet activities
- Set up mechanical systems for events including room temperature, lighting, music and AV requirements
- Complete additional projects that may required for General Manager and Head Professional

2. Guest Experience

- Create a group experience that will be seamlessly organized from start to finish
- Maintain the high standard of Tournament services offered and expected from our guests
- Exceed the expectations of guests by serving, catering and anticipating their needs

3. Human Resources

- Provide direction and supervision of Event Team Leaders leading up to, during and following an event
- Formulate Staff Social Committee and coordinate staff functions
- Assist Food and Beverage and Golf department personnel as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES

1. Technical Skills and Knowledge

- Solid understanding of the golf club environment
- Background in tourism and hospitality industry with extensive golf operations experience
- Education related to the industry or of a business nature

- Basic knowledge of Microsoft Office applications

2. Abilities

- Business management
- Superior organization skills
- Communications
- Quick evaluation and decision making
- Telephone
- Strong comprehension of English language
- Understanding and knowledge of golf industry
- Public Relations and human resource background
- POS knowledge and programming
- Must be able to work in a fast pace environment and meet deadlines as required
- Work efficiently while unsupervised

WORK CHARACTERISTICS

- Primarily inside work within an office environment
- Some outside work required
- Will be required to work on a shift basis, including weekends and evenings

COMPENSATION

- Salary commensurate on experience
- Meal Allowance
- Benefit Package
- Performance Bonus Package
- Golf Privileges

Please send your resume and cover letter to:

Kevin Maxwell Head Professional
kmaxwell@golfbc.com

Posting closes: July 18, 2018

OUR CORE STANDARDS

Live our core standards – F.I.R.S.T.!

- Friendly and Helpful
- Initiative and Action
- Respect and Dignity
- Sales and Service
- Team and Facility Appearance