

Donalda Club



GOLF SHOP ATTENDANTS

SUMMER STUDENTS

Donalda Golf & Country Club, founded in 1960, is a prestigious year-round private club that offers a high standard of social, athletic and dining facilities to our members and their families. We are located in central Toronto and accessible by TTC. Our caring and attentive staff members are focused on providing authentic hospitality and meaningful experiences to each and every member and guest. Our Club is a place where high expectations aren't just met they are exceeded by making our members and guests feel special.

We are seeking dedicated, member service-oriented professionals to join our **Golf team as Golf Shop Attendants. These are seasonal positions starting April 15, 2019 through to October 31, 2019.**

If you are passionate about hospitality and take pride in offering exceptional service, we would love to have you be a part of the Donalda team! Our staff members continue to aim higher and show they care about our members, guests and each other to ensure we achieve our goal of creating unforgettable service experiences.

Whether you are looking for career opportunities, job enrichment or a supportive work environment; and if you are ready for this challenge, then we are ready for you. So what's your passion? Please "Apply Online" at www.donaldclub.ca and tell us how you can contribute to our team's success.

POSITION SUMMARY:

Reporting to the Head Golf Professional, the Golf Shop attendants will perform his/her duties to ensure the merchandising and customer service level of the Pro Shop is effective and efficient at all times. The incumbents in this position will work closely with the Merchandising Manager, Assistant Golf professional and Pro Shop administration coordinator to ensure the golf department provides the best service to its members.

DUTIES & RESPONSIBILITIES:

- Performs duties related to the merchandising and retail operations in the Pro Shop
- Attend weekly golf meetings providing sales updates and suggestions to improve the service of the golf department
- Be knowledgeable about the merchandise carried in the Pro Shop to provide customers with the most informative service
- Work with the Head Golf Professional and Guest Services Team to ensure that member service expectations are exceeded
- Perform daily opening/closing duties to ensure that the Pro Shop is tidy and clean at all times

- Assist in maintaining good communication between various departments especially Pro shop, starter, grounds and the back shop
- Assist members with booking tee times, answer questions and greet members in a friendly and professional manner through in person or through telephone
- Ensure the Pro Shop retail environment is well presented, and inventory levels are appropriate.
- Handle member complaints in a courteous and professional manner
- Be knowledgeable about the merchandise carried in the Pro Shop to ensure best service is provided to members and guest
- Restock merchandise in the Pro Shop when necessary to ensure all items are displayed properly for members
- Maintain and clean the pro shop on a daily basis, with the assistance of other staff members.
- Perform any additional duties specified by the Head Golf Professional

JOB SPECIFICATIONS/ QUALIFICATIONS REQUIRED:

- Completion of High School Education (Grade 12) is required
- Post Secondary education in a related field/ an accredited Golf Management Program is preferred
- Knowledge of the game of golf and the principles surrounding etiquette is required
- Minimum 2 years experience in a similar work environment
- Must be able to lift 25 lbs (Golf Bag)
- Strong customer service and interpersonal skills
- Good communication skills with a good working knowledge of written and spoken English
- Must be able to work under pressure while maintaining composure and performance standard during busy peak periods
- Must be able to perform lifting and mild strenuous activity
- Well groomed, mannerly, co-operative and outwardly friendly (team oriented).
- Able to work shifts - days, evenings, weekends, and holidays
- Punctual and reliable
- Fluent in English (Oral & Written)
- Post-Secondary education in a related field/ an accredited Golf Management Program is preferred

Contract Terms

- April 15, 2019 to October 31, 2019
- Up to 32/40 hours per week (varied shift work schedule)
- Salary is commensurate with experience
- Hourly Wage plus bonus
- One duty meal per day
- Uniform provided by the Club
- Able to work evenings, weekends including holidays

Those individuals who are interested in applying, please complete the Online Application form on our website at www.donaldclub.ca. No telephone calls please. We thank all applicants for their interest and will only contact those selected for an interview.

Donalda Club is an equal opportunity employer. Accommodations for disabilities will be provided to support participation in all aspects of the recruitment process.

