



## **Golf Services Team Leader – Region 3 (Hamilton/Niagara) – File #GSTL-R3**

Are you passionate about the game of golf and looking to positively impact golf in your region? If so, this is your opportunity to shape lives through the game that we love!

We are looking for passionate golf enthusiasts who will act as leaders in their region to assist in the successful implementation of the Golf Ontario Strategic Plan at a regional level. The successful candidates will focus on stakeholder relationship development & collaboration with golf facilities. The Golf Services Team Leader will be an integral team member responsible for promoting positive golf experiences by establishing a consistent and clear communication pathway between Golf Ontario and golf stakeholders.

The Golf Services Team Leader is a part time contract position (with an anticipated average of 25 hours/week) that will require travel within the defined region, so flexibility and excellent time management is a must.

### **Key Objectives**

- Deliver superior relationship development, servicing and messaging for golf facilities and stakeholder groups
- Establish and support a regional communications strategy
- Assist in the execution of a club visitation program
- Support for strategic planning, department reporting and special projects as required

### **Qualifications and Critical Skills**

- Brilliant relationship building and communication skills
- Proven ability to work to deadlines with a high degree of accuracy
- Maintaining accurate records
- Ability to coordinate multiple projects
- Ability to work in a team environment
- Knowledge of the golf industry and experience in a customer service oriented position
- Passion for golf and building a stronger golf experience in your region

For additional details and the full job description, please see the attached.

### **Application Details**

Golf Ontario thanks all applicants but will contact only those who will be invited for an interview.

Qualified/Interested candidates should forward a detailed resume and cover letter with relevant experience and salary expectations, in a MS Word or Adobe PDF format, by **December 7, 2018** using the following details:

Email: [jobs@gao.ca](mailto:jobs@gao.ca) – Quoting in subject: File # GSTL-R3

Golf Ontario is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation during any stage of the recruitment process, please notify Human Resources at 905-852-1101.

### **GOLF ONTARIO**

With over 92,000 individual members, 450 member clubs and more than 20 outstanding staff, Golf Ontario is one of the largest golf associations in the world. From rating courses and keeping the integral rules of the game intact, to developing the sport at the grassroots and high performance level, to hosting the best amateur championships in Canada and leading and supporting the Ontario golf community, Golf Ontario is committed to driving more people to play golf, more often, starting at a younger age.





**Position:** Golf Services Team Member – Region 3

**Start Date:** January 7, 2019

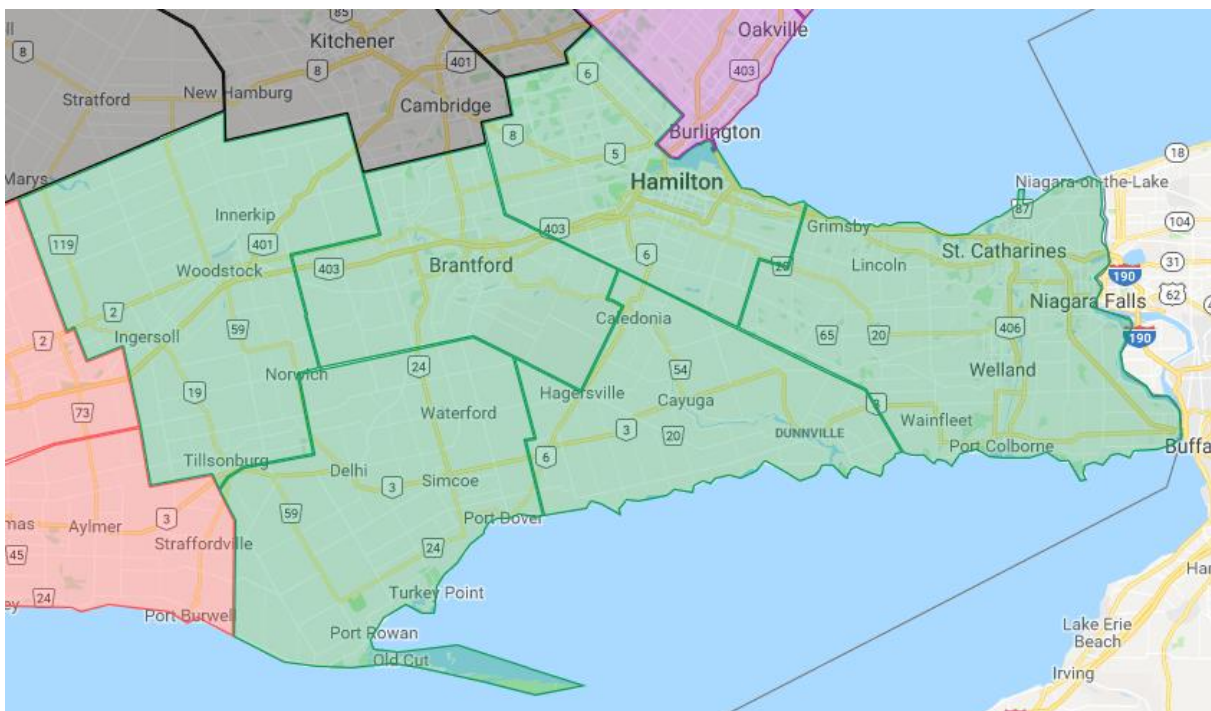
**Purpose:** To assist in the successful implementation of the Golf Ontario Strategic Plan at a regional level through a focus on stakeholder relationship development, providing guidance and support to regional cooperative stakeholder groups, and ensuring Golf Ontario membership growth and support.

**Reporting Relationships:** Reports to the Manager, Member Services

**Region:** The Golf Services Team Leader will be responsible for executing the key responsibilities in Region 3 (defined below):

Region 3 consists of the area highlighted in green below and includes the following:

- Niagara Region
- Haldimand County
- Norfolk County
- Oxford County
- Brant County
- City of Hamilton





**Job Type:** With a combination of home-office based work and travel within the region (defined above), this part-time, contract position will average 25 hours per week, fluctuating throughout the year. There will be the expectation of some weekend and evening work as well as attendance at quarterly Golf Ontario meetings.

**Key Responsibilities:**

1. Execute regional relationship development, services and messaging for golf facilities and stakeholder groups
2. Advise and support regional cooperative stakeholder groups
3. Support regional reporting and impact on membership
4. Input to CRM for services and membership content
5. Establish and support regional communications strategy
6. Assist in execution of club visitation program
7. Support the process for facilities joining/renewing membership
8. Support for strategic planning, department reporting and special projects as required
9. Assist Manager with administration of the monthly summary updates including preparing reports and meeting materials and other tasks that may arise.

**Key Relationships:**

1. Golf Facilities
2. Golf Industry Stakeholders
3. Other Regional Reps/Golf Ambassadors

**Decision Making:**

This position does not require decision making at the policy or precedent setting level.

**Critical Skills:**

While fulfilling the key objectives, issues may arise that require the following problem solving abilities:

1. Coping with time constraints
2. Maintaining accurate records
3. Ability to communicate with Facilities and members in a courteous and friendly manner
4. Ability to coordinate multiple projects.

**Experience:**

1. Knowledge of the golf industry and experience in a customer service oriented position
2. Proven ability to work to deadlines with a high degree of accuracy
3. Database management experience an asset