



5153 Hwy #4, Ben Eoin NS B1J 1P1
www.lakesresort.ca

Where World-class Awaits...

The Lakes Golf Club & Resort is Cape Breton's newest four-season resort. Beautifully situated at the base of Ben Eoin Mountain and alongside the stunning Bras d'Or Lakes, our resort offers a refreshing lakeside escape for those seeking a quiet retreat, challenging setting to perfect the golf swing, secluded getaway to rekindle romance, is an ideal setting to say "I do" and to experience culinary excellence through local flavors. The resort features one of the most thrilling golf courses you will ever play in Nova Scotia. intricately woven through the rugged terrain, crossing creeks, diving with the slope of Ben Eoin Mountain and filled with pristine views of the beautiful Bras d'Or Lakes. Established in 2009, with a membership base of 250, the resort has undergone a multi-million-dollar renovation and now offers modern clubhouse and amenities.

Manager of Golf Operations

This position will promote an "exceptional resort experience" and provide excellent services and programs for all of our members and guests! As a member of our management team, this position will oversee the front desk of the hotel and total golf operations and services including, the professional shop, practice facilities, golf service areas and supervision of the golf operations team. The customer experience team includes front desk staff and outside service staff (cart barn, bag drop).

Key Responsibilities

- Overseeing the professional shop, tee sheet management, resort accommodation booking system and check-in guest services.
- Work closely with the General Manager for hiring, training, and development of staff as prescribed by our company culture
- Manage inside and outside guest services. This will include scheduling, budgeting and forecasting labour, as well as being accountable for ensuring opening, closing and standard operating procedures are being executed.
- Plan and implement programs to increase golf revenue sale, membership growth, on course sponsorship and corporate event revenue
- Responsible to set schedule of promotions and sales within professional shop, annual retail buying and inventory management
- Exhibit exceptional interpersonal skills as he/she serves as the primary liaison between the resort and our members/guests
- Responsible to standardized yearly golf calendar, including both club & corporate events, goal to have the Lakes Golf Club & Resort known as the premier destination of choice to host corporate events and tournaments at large.

- Responsible to develop and lead Lakes Academy including programming, budgeting, sponsorship winter training and public league activities. Build grass roots in-school learn to play program that will strengthen academy. The academy to include, junior, ladies, learning to golf programs and elite development.

*Please note this is a year-round position that will include responsibilities throughout our four seasons of operation.

QUALIFICATIONS: The preferred candidate will have a minimum of 3-5 years experience in golf management, hospitality and tourism. Resort experience would be considered an asset. PGA of Canada member in good standing is preferred, but not required. A university degree and experience with the Lightspeed POS system would be considered assets.

Remuneration: Salary and benefits commensurate with qualifications and experience

Start date: March 15, 2020

Contact Information: Email resume and cover letter, in confidence, to Rick McCarthy, General Manager rick@lakesresort.ca by February 19th, 2021.