



## Job Posting

POSITION TITLE:	Executive Assistant/Receptionist
DEPARTMENT:	Administration
COURSE:	Victoria Golf Club
REPORTS TO:	General Manager
JOB TYPE:	Full Time
APPLICATION DEADLINE:	April 30 <sup>th</sup> , 2023
START DATE:	As soon as available

### **ABOUT VICTORIA GOLF CLUB**

The Victoria Golf Club (VGC), founded in 1893, is the oldest 18-hole golf course in Canada in its original location, and the second oldest in North America. A links-style course, the dynamic relationship between golfer and environment are more closely knit than ever at VGC. Designed as nature allowed, or golf course is best experienced while walking and enjoying the magnificent west coast environment.

### **JOB SUMMARY**

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Responsible for supporting the General Manager (GM) and professionally presenting our Member's first impression upon entering the Club. This position requires a focus on being friendly and knowledgeable about Club information while proactively offering service that exceeds Member expectations.

### **STRUCTURE**

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**Reports to:** General Manager

**Works with:** Communications Director and the Administration Office Team

### **DUTIES AND RESPONSIBILITIES**

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#### **General Manager Assistance**

- Assist the GM as required, including scheduling meetings, minute taking, compiling meeting materials and handling occasional correspondence.
- Produce reports or assignments to the GM as requested.
- Review our vendor's pricing and investigate comparable options through the Club's procurement partners where appropriate.
- Answer and direct phone calls and inquiries to the appropriate person or department.



### **Club Member Responsibilities**

- Ensure a clean, organized, professional experience for Members entering the Clubhouse.
- Greet Members and guests in a friendly, knowledgeable, and professional manner.
- Develop professional, respectful relationships with the Victoria Golf Club Membership.
- Be prepared to answer Member's questions by being knowledgeable of Club activities, policies, and upcoming events.
- Understand Club rules, policies, and bylaws as necessary.
- Remind Members and visitors of the dress code, or other clubhouse policies, as necessary.
- Ensure all established service standards are maintained.
- Listen to Members and provide feedback to the appropriate department manager.
- Monitor and respond to messages sent to the [info@victoriagolf.com](mailto:info@victoriagolf.com) email account.

### **Team Member Responsibilities**

- Onboard new hires with emails, business cards, name tags, and necessary supplies as required.
- Foster a positive, upbeat attitude among all department Team Members.
- Help manage the employee rewards and recognition programs.
- Maintain and update Department Manager's work schedules.
- Monitor and distribute incoming/outgoing mail and packages.
- Maintain an adequate inventory of office supplies.
- Arrange staff outings/celebrations as requested.

## **REQUIRES SKILLS, KNOWLEDGE, AND ABILITIES**

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### **Technical Skills and Knowledge**

- Experience with POS systems.
- Advanced knowledge of Microsoft Office.
- Background experience in the golf industry is an asset, but not required.

### **Abilities**

- Excellent time-management skills.
- Friendly, extroverted personality.
- Strong attention to detail and organizational skills
- Passionate about customer service.
- Proactive thinking.
- Must be process-oriented.
- Professional appearance and demeanour.
- Ability to work with all levels of internal and external stakeholders.
- Adaptive personality and ability to learn to use new programs and devices.



## **WORK CHARACTERISTICS**

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- Majority of work will be from 8:30 am – 4:30 pm, 5 days per week.
- Occasional assistance is required for events outside of regular working hours.

## **BENEFITS**

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- Competitive compensation commensurate with experience.
- Optional extended health coverage, including dental, at a cost of 20% to the employee.
- RRSP contributions, as per Club Policy, will be available after five (5) years of consecutive employment at the Club. Time served at VGC in previous roles counts towards this total.
- A mileage allowance of \$0.50 per km (rate subject to change) for travel for Club purposes (other than to and from work).
- Meals while on duty in accordance with Club Policy.
- Staff discount in the Pro Shop of 10% above cost.
- Golf privileges as set out in Club Policy.

## **KEY PERFORMANCE INDICATORS**

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- Provides timely reporting as requested by the GM.
- Ensuring superior communication and preparation for all meetings.
- Completes assigned projects efficiently and professionally.
- Improving Member survey benchmarks in:
  - 1<sup>st</sup> impression when entering the Clubhouse.
  - Friendliness and Attentiveness of Reception Staff.

Please send your resume and cover letter before April 30<sup>th</sup> to:  
General Manager, Richard Ingle  
[richard@victoriagolf.com](mailto:richard@victoriagolf.com)