



**JOB POSITION:** Golf Course Starter & Marshal

**DEPARTMENT:** Golf Operations

**REPORTS TO:** Golf Operations Manager

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Our mission at Big Sky is to have **'exceptional people delivering an exceptional experience!'**

As a Big Sky team member you play a significant role in helping us deliver that promise to all of our guests this season.

As an **exceptional person** you are hardworking, passionate about service and honest with your fellow team members. You arrive at work in great spirits and you know when, where and how to have fun. You communicate with your manager and fellow team members any suggestions, concerns or ideas for improvement. Most importantly, you will allow your wonderful and unique personality to shine through each and every day to the benefit of our guests and all of us working alongside you! Together we will all deliver **exceptional products** that are consistently of high quality.

Most importantly, we will do everything within our abilities and job scope to make the Big Sky experience as memorable as possible for our guests.

**SUMMARY OF POSITION:**

The Golf Course Starter & Marshal is responsible for guest experiences on the golf course. This includes meeting & exceeding guest's expectations, providing relevant information about the course on the day of play, monitoring stock levels on the golf course as well as the pace of play, aesthetics of stock areas as well as developing professional relationships with our member base. In this position you are expected to excel as a team and take a proactive position to all issues concerning guest services.

**RESPONSIBILITIES:**

- Responsibilities include, but are not limited to:
- Reporting pace of play to the pro shop & other golf staff
- Managing the flow of the golf course
- Greeting and providing exceptional service to our guests and members
- Providing all relevant info to golfers about the daily conditions
- Be knowledgeable of the tee sheet & pace of play
- Maintaining stock of items at starting hut & on golf course
- Be knowledgeable on the golf course, amenities & surrounding areas
- Be proactive in exceeding guest satisfaction. Investigate, respond, and resolve challenges from guests in a timely manner.
- Monitoring turn time & place on course of groups and identify slow/problem groups
- Ensure that superior standards of service are always meeting the requirements of our guests and employees and are constantly being improved upon. This may mean being creative in seeking new ways to get things done.

**Big Sky Golf Inc.**

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- Perform other duties as required related to guest services

**MUST HAVES:**

- 18 years of age or older.
- Have a vehicle or reliable mode of transportation.
- Strong communication skills, with a good working knowledge of English.
- Ability to work a variety of shifts, days, evenings, weekends & holidays.
- Ability to lift up to 30 lbs.
- Thrives in team environment

**NICE TO HAVE:**

- Guest service experience
- Love for golf

**WHY WORK AT BIG SKY?**

- Be a part of a real team environment.
- Work outdoors all summer
- Friendly & caring membership that loves this place.
- Competitive wages.
- Discounted meals (25%).
- Discounted merchandise (30%).
- Golfing privileges.
- Team building with some of Whistler's best outdoor activities.

Big Sky welcomes and encourages applications from people with disabilities. On request, our team will gladly help in the process of helping find accommodations, through all aspects of the recruitment and selection process.

**ABOUT BIG SKY:**

Big Sky GC was built in 1991 and opened in 1994. Designed by Bob Cupp, Big Sky is laid out on 190 acres at the base of 8,000 foot Mount Currie in the Pemberton Valley. Big Sky is known for its generously wide bent grass fairways, difficult approach shots and tightly mown 'swales' around the greens.

Annually ranked in the Score Top 100, Big Sky was ranked #11 of the top 59 public/resort courses in the country for 2019. Other accolades include Golf Digests' top 30 courses in Canada, coming in at #26 in 2017. Also in 2017, the Luxury Travel Diary named Big Sky #5 in their top 10 bucket list courses around the world.

*While this outline attempts to be all encompassing, this position is expected to evolve beyond these categories. As you become more familiar the operations of BIG SKY you will be expected to make suggestions on policies, procedures and controls. You will be expected to safeguard our assets, contribute to the improvement of our bottom line, and to call on members of your management team to help you accomplish these objectives.*

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