



## Guest Services Associate



### About Us:

Welcome to University Golf Club, where golfers of all levels come to enjoy our scenic course and exceptional facilities. With a rich history dating back to 1929, we offer a wide range of services, including golf on our year-round maintained course, access to a full-length driving range, comprehensive instruction programs, corporate events/outings, weddings/banquets, and an award-winning restaurant. The club is just minutes from downtown Vancouver but you feel like you are far away with nature surrounding.

We are seeking for a dedicated and enthusiastic **Guest Services Associate** to be the first point of contact for our guests, ensuring a welcoming and seamless experience. This role involves guest interaction, administrative duties, and coordination across departments to support daily operations.

### Key Responsibilities:

- Greet and welcome guests upon arrival with a friendly and professional demeanor.
- Assist guests with general inquiries.
- Handle email and phone communication, responding to guest requests and inquiries.
- Organize and maintain the daily meetings/events calendar, ensuring smooth scheduling.
- Direct guests to various areas of the facility, including the golf course, dining areas, and event spaces.
- Perform administrative tasks, including managing tee sheet functions, dining reservations, and handling lesson and wedding inquiries. Office admin support when needed.
- Work closely with department heads on assigned tasks to support operations.
- Ensure the cleanliness and presentation of the guest services area.

### Qualifications & Skills

- Previous customer service experience preferred.
- Strong communication and interpersonal skills.
- Ability to multitask and stay organized in a fast-paced environment.



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- Proficiency in basic administrative tasks and scheduling.
- Passion for golf or knowledge of the game is an asset.
- Availability to work weekends and holidays as needed.

### Working Hours:

- Flexible working hours with weekend and holiday availability required during peak seasons.

### Compensation & Benefits:

- Competitive hourly wage; *Range between \$19-\$21/hour*
- Opportunity to work in a fun and team-oriented environment.
- The chance to be a key part of creating an unforgettable guest experience.

### How to Apply:

Please submit your resume with cover letter to:

**Justeen Loconte, Head of People & Purpose**  
Via email at [hr@universitygolf.com](mailto:hr@universitygolf.com)

OR

In person:  
University Golf Club  
Pro Shop  
5185 University Boulevard  
Vancouver, BC  
V6T 1X5

**Application Deadline: April 15, 2025.**

For more information about University Golf Club, please visit our website:  
[University Golf Club](http://UniversityGolfClub.com)

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