



GOLF AND CAMPGROUND OPERATIONS LEAD

(CUPE, Seasonal Full-Time, April to October)

Job Description

Reporting to the Manager of Golf and Campground Operations, the Golf and Campground Operations Lead assists with the day-to-day operations of the Meadow Creek Golf Course, municipal campground, and visitor services operations during the operating season. This position provides frontline leadership and operational support while helping ensure efficient, customer-focused, safe, and well-maintained recreation and tourism services.

The Operations Lead supports staff scheduling, customer service, facility operations, and general coordination of golf course and campground activities. The position acts as a working lead hand and provides direction and support, including some physical labour, to seasonal staff while assisting management with operational priorities and service delivery.

This is a seasonal full-time position (40 hours per week) operating from April to October. The regular schedule is typically Tuesday to Saturday; however, flexibility is required as start and end times may vary to accommodate operational needs, tournaments, special events, evenings, weekends, and statutory holidays.

Job Duties Include:

Golf Course Operations

- Assists in the daily operation of the Meadow Creek Golf Course, including pro shop services, tee time coordination, customer service, and tournament/event support.
- Provides excellent customer service to golfers, campground guests, visitors, and the public.
- Assists with opening and closing procedures, cash handling, reservations, and point-of-sale systems.
- Monitors golf course operations and identifies operational issues requiring attention.

Campground & Visitor Services Operations

- Assists with the operation of the municipal campground and visitor services functions.
- Supports campground reservations, guest check-ins/check-outs, customer inquiries, and visitor information services.
- Conducts regular inspections of campground facilities and amenities to ensure cleanliness, safety, and operational readiness.
- Assists with minor maintenance coordination and reporting of repair needs.

Seasonal Leadership & Staff Support

- Provides day-to-day direction, guidance, and support to seasonal operational staff.
- Assists with training and onboarding of seasonal employees.
- Supports staff scheduling and workflow coordination as assigned.

- Promotes a positive, respectful, safe, and team-oriented work environment.
- Assists management in maintaining service standards and operational procedures.

Facility & Operational Support

- Assists in maintaining inventory, supplies, equipment, and operational records.
- Coordinates setup and takedown requirements for tournaments, events, and campground activities.
- Ensures facilities are maintained in a clean, safe, and welcoming condition.
- Monitors compliance with WorkSafeBC requirements, safety procedures, and municipal policies.

Administrative & Customer Service Support

- Assists with preparing reports, tracking operational information, and maintaining records.
- Responds to public inquiries and resolves routine customer concerns in a professional manner.
- Supports promotional activities, recreation initiatives, and visitor engagement efforts as required.
- Performs other related duties as assigned.

Required Qualifications:

- Experience in golf course operations, campground operations, hospitality, recreation services, tourism, customer service, or a related field.
- Demonstrated ability to provide leadership and direction in a team environment.
- Strong customer service and interpersonal communication skills.
- Ability to work independently and exercise sound judgment.
- Strong organizational and problem-solving abilities.
- Ability to handle cash, reservations systems, and basic administrative duties accurately.
- Ability to work flexible hours, including evenings, weekends, and holidays.
- Valid BC Driver's License.

Preferred Qualifications

- Experience working in a municipal or public recreation environment.
- Experience supervising or leading seasonal staff.
- Proficiency with Microsoft Office Suite and reservation or point-of-sale systems.
- Occupational First Aid certification is considered an asset.

Working Conditions

This position works primarily outdoors and in recreation and hospitality environments during varying weather conditions and will be required to do light physical work. The position requires standing for extended periods, occasional lifting, and may require flexibility in work hours, including evenings, weekends, and holidays throughout the operating season.