

Pro Shop Attendant

Keltic Lodge is a historic resort located in the heart of the magnificent Cape Breton Highlands National Park, proudly overlooking the Atlantic Ocean. Home to the #5 Golf Course in Canada and part of the Golf North family, we truly are a premier destination for hospitality, golf, and relaxation. Just 2 hours from Sydney, NS, and a 5-hour drive from Halifax, the resort has been welcoming guests to Cape Breton, Nova Scotia since July 1940.

We are looking for a customer-service-driven Pro Shop Attendant to manage the daily operations of our golf shop. You will be the first point of contact for golfers, responsible for everything from booking tee times and checking in players to selling high-end golf apparel and equipment. The ideal candidate is organized, welcoming, and passionate about providing a "Bucket List" experience for every golfer who visits the Highlands. If you are passionate about providing world-class guest service and thrive in a fast-paced, scenic environment, we offer the unique opportunity to live, work, and grow within Canada's largest multi-course golf operator. We are seeking committed, enthusiastic team members ready to contribute to another successful season of memorable experiences for our guests.

What we offer:

- Competitive wages
- Staff golf at Cape Breton Highlands Links, subsidized staff accommodations, staff discounts on branded merchandise and select local attractions
- Family and Friends rates
- Training and development to support personal & professional growth
- Career advancement opportunities within the company
- Live and work in the stunning Cape Breton Highlands with a team of like-minded professionals.

Essential duties include, but are not limited to:

- Manage the reservation system (Tee On) to ensure maximum course utilization. Handle bookings for individuals, groups, and resort packages.
- Welcome golfers, verify handicaps/reservations, collect green fees, and coordinate power cart or rental club assignments.
- Maintain the visual standards of the Pro Shop. Assist guests with apparel sizing, equipment knowledge, and merchandise sales. Monitor inventory levels and assist with restocking.
- Communicate closely with the Course Marshall and Starter to ensure on-time departures and smooth pace of play.
- Communicate closely with the Guest Services team to ensure all hotel guests are booked at their appropriate tee time.
- Process all transactions accurately using the POS system. Perform daily opening and closing procedures, including cash reconciliation and sales reporting.
- Provide "Concierge-level" information about the course layout, local weather conditions, and resort amenities.
- Coordinate rental club cleaning and storage, and ensure power carts are clean, staged, and ready for guests.
- Complying with the Occupational Health & Safety Act and GolfNorth Health & Safety program.

Qualifications:

- Previous experience in a golf shop, high-end retail, or hospitality environment is preferred.
- A strong understanding of the game of golf, including basic rules, terminology, and equipment, is a significant asset.
- Exceptional interpersonal skills—you must be able to handle a busy "check-in" rush with a calm and professional demeanor.
- Comfort using golf-specific management software (e.g., Chronogolf, Gallus or GGGolf) and POS systems.
- Must be able to work early mornings, weekends, and holidays to align with peak tee times.
- Ability to remain on your feet for extended periods and assist with golf clubs if necessary.

Language Requirements:

- **Fluency in English** (written and verbal) is required for all positions to ensure effective communication across the resort.

- **Proficiency in French** or other languages (e.g., German, Spanish, Mandarin) is considered a **significant asset** for customer-facing roles.

Working Conditions:

- Bending, balance, lifting (up to 30 lbs.), extended periods of standing
- Ability to remain on your feet for extended periods.

Application question(s):

- Would you be able to reliably commute to Ingonish Beach, NS B0C 1L0 for this job? If you are unable to reliably commute, are you planning to relocate?
- If No to the above, do you require housing accommodations?

Visa Requirements: Must be legally authorized to work in Canada. The hotel is unable to assist candidates in obtaining Canadian work authorization.

To Apply:

Please submit your resume and cover letter to careers@kelticlodge.ca