



Job Description

Position: Curling Manager	Created: Feb, 2020
Scheduled Hrs. Work (Full Time)	
Reports To: General manager COO/ Head Golf Professional	Last update: May 31, 2023

POSITION SUMMARY

The Curling Manager reports directly to the Chief Operating Officer during the Curling season while working with the Curling Advisory Committee Chair and curling section chairs to ensure that all draws, and curling events are well organized and run smoothly. The Curling Manager provides leadership and guidance to the ice making team as well as being actively involved with ice making duties, runs the pro shop, keeps the curling website current and chairs the meetings of Curling Committee. As part of the responsibilities, the position includes promoting and marketing our curling program to our members and potential members. The position being full-time, the Curling Manager is from approximately early September to late April based on the curling schedule. Following the Curling season, the Curling Manager position changes to the Golf Operations Support working closely with the Head Golf Professional and associate golf professional to assist with daily operations, member relations to ensure the golf department provides high end services. The shifts require flexibility and weekend availability to meet the needs of the curling sections and golf operations.

KEY RESPONSIBILITIES

Curling

- Coordinating Club Leagues, developing draws, updating results / standings, and making teams as required. Attention to detail on the draws (dates/time/sheets) is very important. Must be aware of curling rules of play and able to assist if required on interpreting specific rules of the various curling sections.
- Assist with Volunteer Committee recruitment as required, fulfilling various needs throughout the year.
- Excellent self-starter with strong organizational skills and very motivated to continuous improvement.
- Coordinate Learn to Curl Programs and skill development clinics. An asset is having the ability to teach curling and/or willingness to undertake training.
- Communications
 - Key Ambassador for the curling program at Cataraqi so sound communication skills are required, both orally and in writing. The Curling Manager will have a good curling background and is an enthusiastic positive person.
 - Marketing Skills/Experience
 - Social Media
 - Website
 - Email
 - Internal bulletin boards
 - Creative marketing of the club for outside curling events to introduce companies, individuals to the club thereby optimizing facility usage. Presentations will require the development of marketing materials to promote the club.
 - Active Participant at various marketing events to promote curling at Cataraqi.



- Highly developed computer skills
- Physically able to handle long days and be prepared for Ice Making duties as required.
- Manage Curling Proshop
- Coordinate Ice Making Schedule
- Chair Curling Advisory Committee meetings, prepare agendas, complete minutes, and follow up on action items.
- Provide guidance to ice team and participate in ice maintenance activities as required.
- Bonspiels are an important part of the club. For in-club bonspiels, the Curling Manager should support the organizing committee and act as the drawmaster as required. In the cases where bonspiels involve out of club teams, the Curling Manager should be as a supporting element to the organizing committee, and may be asked to act as drawmaster

SPECIFIC RESPONSIBILITIES ASSOCIATED TO IN-HOUSE DRAWS AND PLAYOFFS

- At the beginning of each season, assist with Open House activities and collate and list teams/individuals/spares who have registered to participate in specific categories.
- Communicate frequently with section heads/draw chairs to determine draws and ice requirements for the upcoming year.
- Have names available according to ratings, for the 1st draw skip's meeting (if utilized) of each club section. Regarding the flight sections assist in determining the ranking of the teams.
- In consultation with each section where applicable, develop draws. Post draw sheets, lists of teams, spares and point score sheets on the section draw boards and the website.
- Ensure score sheets are kept current.
- Two weeks before the end of each "Club Draw" assist in identifying curlers available for the next draw, those who wish to spare and those not available.
- At the end of the 1st draw, assist in determining the winners and/or playoffs. If required, develop, and post a playoff schedule.
- Send the names of the winners to the specified media.
- Repeat bullet # 3 to 8 as required for each section throughout the curling year.
- Oversee the communication process for adjusting ice availability due to cancellations.
- During the year, work with each section to accommodate and promote any special events.
- Upon completion of the last draw in each section, assist the sections to determine who is eligible and available for playoffs, and identify the teams.
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- Post playoff rules, teams, and schedule.
- For the final championship event(s), develop a schedule and program of events, ensure all trophies are ready and chair the event if required. Work with the Event Committee to ensure all necessary activities are completed.
- At the conclusion of the curling events, ensure all trophies are engraved and returned to the display cabinet.



Golf

- Greets members and guests in a professional, courteous, and enthusiastic manner-direct guest to the appropriate location or staff.
- Provide professional, responsive, and consistently high service to our members and their guests.
- Assist with merchandising the proshop and engage member interaction, promoting daily floor sales in a clean, comfortable environment.
- Perform daily opening and closing duties as assigned on an ongoing basis.
- Assist members in booking tee times, answering questions and greeting members and their guests.
- Perform additional duties specified by the golf professionals, this could include event preparation and execution, registration/raffle sales and prize tables.
- The position may at times be working outdoors as part of the operations support, helping with Starter position, cart staging and other assigned duties.

OTHER CURLING TASKS

1. Organize, order and stock the pro shop. Sell stock and keep financial records.
2. Assist section chairs with budgets (as required);
3. Market, Sell, Promote and Book and coordinate ice rentals including deposits and payments and when necessary, refer in-house food and beverage needs. Provide assistance to ensure the enforcement of safety precautions.
4. Contribute to the monthly newsletter.

FUNCTIONAL COMPETENCIES

- Ability to provide excellent and personable service to members and guests.
- Expertise in the organization of curling draws and curling events.
- Maintaining an organized, well stocked pro shop responsive to member's needs;
- Being a knowledgeable source about club/section policies, Curl Ontario & Curling Canada & rules of play and other aspects related to on-ice play;
- Communicating to the curling sections through maintenance of the section draw boards, the curling website and local media notifications;
- Having excellent interpersonal communication skills.

EDUCATION/SKILLS/KNOWLEDGE/EXPERIENCE

- Knowledge of Curling rules, processes and procedures;
- Experience in operating a computer and using programs such as WORD, EXCEL, email etc.
- Previous customer service experience
- Previous experience in managing social media an asset;
- Strong organizational skills, and ability to demonstrate attention to detail
- Excellent verbal and written communication skills