



Bookings Administrator | Gullane Golf Club

Department: Sales & Marketing	Reports to: Golf Sales Manager
Contract: Part-time, Permanent	Hours: min. 22.5 per week (3 days)
Salary: £26,506 FTE	Location: Member's Clubhouse

The Club

Golf has been played over the links at Gullane for more than 350 years. We offer a varied range of golfing experiences for Members and visitors alike, combining a major role in the history of golf in Scotland, great golfing conditions, and a truly spectacular environment.

The Club is home to over 1700 Members, who enjoy the benefits of playing on three fantastic courses, including our championship No1 course which was a previous host venue for the ASI Scottish Open and Ladies Scottish Open.

About the role

The successful candidate will work within our Sales & Marketing team to provide additional support managing golf tee times and dealing with all bookings and related enquiries. This is a fantastic opportunity for a dynamic, hard-working and enthusiastic individual who has experience in a similar role and would like to take on a new challenge to develop their career within an award-winning golf club.

Responsibilities

- As Bookings Administrator the successful candidate will assist the team in managing the golf tee bookings for all 3 courses.
- Administering golf tee time bookings enquiries via telephone, emails and online.
- Ensuring that tee time bookings are recorded accurately on the BRS database.
- Processing payments and recording against bookings on the bookings system.
- Working with the team to ensure all booking deposits and final payments are received in a timely manner.
- Provide reports, as required, in relation to tee time bookings and availability.
- Undertake data management duties such as data input, database management, file management and record keeping.
- Perform all administrative duties relating to bookings and reservations.
- Liaising with relevant departments to ensure delivery of catering and golf services for Members and visitors.
- Attending golfing and tourism events to promote the Club and build relationships with tour operators.
- Any other duties as directed by the Golf Sales Manager.

Candidate requirements

- Proven experience in a bookings/reservations/office administration role is essential.
- Experience of using the BRS Golf database would be desirable.
- Strong communication and interpersonal skills with an excellent telephone manner.
- The ability to resolve queries in a proactive, practical and positive manner.
- Excellent IT skills, including working knowledge of Microsoft Word, Excel and other Office based applications.
- Exceptional attention to detail.
- The ability to work under pressure and manage competing priorities with minimum supervision.
- Experience of cash handling, processing credit card payments and recording daily banking transactions.
- Ability to work effectively as part of a team.
- Knowledge of golf is desirable.

Salary & Benefits

Highly competitive salary, commensurate with experience. Great company benefits including staff golf policy, company pension, bonus scheme, staff uniform and active staff social committee.

Contact us to apply

Applications should include an up-to-date CV and covering letter to recruitment@gullanegolfclub.com

All applications should state BOOKINGS ADMINISTRATOR as the subject line.

Closing date for applications is Friday 10th May 2024 at 5pm.

(THANK YOU FOR YOUR INTEREST - ONLY CANDIDATES WHO ARE SELECTED FOR INTERVIEW WILL BE CONTACTED)