



HAMILTON COUNTY CONSERVATION BOARD
BRIGGS WOODS GOLF COURSE
JOB DESCRIPTION

CLUBHOUSE MANAGER



Job Title: CLUBHOUSE MANAGER

Status: Full Time Salaried

JOB SUMMARY

Under the general supervision of the Executive Director, and with the Golf Course Superintendent on tournaments and events. Participates in and manages the ordering, purchasing and storage of food and drink for clubhouse customers. Hires, supervises and manages clubhouse staff to provide professional and courteous service to users of the facilities, such as food preparation, serving and bartending. Establish and collection of membership fees and other normal golf related services. Create marketing, advertising and promotion of the Briggs Woods Recreation area, consisting of the Golf Course and Park recreation opportunities. Offer pro shop merchandise, lessons and golf camps. Manages all aspects of tournaments, leagues and outings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Promotes a vibrant, professional golf/food & beverage experience for the customer.
- Hiring/termination of clubhouse staff.
- Assist the assistant manager with staffing schedules to meet the needs for the clubhouse.
- Trains, supervises and maintains appropriate list of available staff to meet clubhouse requirements.
- Implements Hospitality standards to be adhered by all clubhouse staff.
- Implements and trains staff in proper food handling, preparation and presentation.
- Is available to work irregular schedule as required, ensuring proper coverage of clubhouse operations.
- Is responsible for any and all clubhouse operational hours.
- Is responsible for the opening and closing of clubhouse operation in March and November
- Is responsible for required product inventories, in addition to monthly and fiscal year end product inventories.
- Implementation of policies and procedures as they relate to facility operations.
- Responsible for the coding of receipts/invoices for all clubhouse expenses.
- Investigates complaints and handles such problems in a professional, courteous and satisfactory manner.
- Assures the facility property is maintained in excellent and clean condition.
- Advises the Executive Director of maintenance needs of the Clubhouse.
- Manages the cash register system and reports.
- Reconciles register drawer closings prior to submittal to Hamilton County Conservation Board Office Manager.
- Willingness to learn and carry out a variety of different tasks.
- Participates, manages and creates marketing and advertising to benefit the clubhouse and golf course play.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Ability to prioritize, organize and execute.
- Knowledge of business management practices and procedures.
- Ability to compile and maintain records for personnel and staff scheduling.
- Ability to exercise sound judgment and make proper decisions in handling incidents at all times.
- Ability to communicate in a clear and concise manner, both orally and in writing.
- Proven ability to deal with the public in a professional and cordial manner.
- Strong attention to detail and passion for customer service.
- Ability to work in a fast-paced environment
- Ability to communicate and work with and under the advisement of other management.

EDUCATION and/or EXPERIENCE

High School Degree or GED equivalent. Two to five years' experience in management and/or customer service-related employment; or equivalent combination of education and experience. Knowledge of basic food & beverage practices.

CERTIFICATES, LICENSES, REGISTRATIONS

- ServeSafe certification, or ability to obtain within 2 months of hire <https://restaurantiowa.com/servsafe-classes/>
- Pre-employment physical and drug test required.
- Upon hiring, employee must go through mandatory training including ICAP Alcohol Training.
- Must possess current, valid driver's license and a current working personal telephone with a number that can be accessed by staff for business contact purposes.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to deal effectively and courteously with customers.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of circumstances. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to stand; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds.

WORK ENVIRONMENT

Ability to work in all adverse weather conditions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to mechanical parts, airborne particles, chemicals, and outside weather conditions. The noise level in the work environment is usually moderate, but there will be cases where the noise level is loud to extremely loud.

SCHEDULE

The Clubhouse Manager is required to be present for most major tournaments and anticipated high volume days. Weekend and evening work is common. The Clubhouse Manager is expected to work a minimum of 40 hours per week and is required to accommodate last minute schedule changes, possibly caused by an unexpected employee call in. The Clubhouse Manager is expected to communicate and receive prior approval from the Executive Director before any overtime is accumulated by any staff member including themselves. The Clubhouse Manager is required to request planned vacation time from the Executive Director dependent on season. The Clubhouse Manager is required to find their own replacement if they are unable to work their scheduled shifts as well.

GRATUITY

The Clubhouse Manager is entitled to share in gratuity if he/she wants. The Clubhouse Manager can share tips with clubhouse attendants working the same shift. If the Clubhouse Manager is working alone, he/she is entitled to all of the tips during the shift. Cash tips may be taken by the Clubhouse Manager at the end of their shift, however credit card tips will be added to their paycheck.