

I. Position

Clubhouse Manager

II. Job Summary (Essential Functions)

Work closely with the general manager. Responsible for the general operation of staff functions relating to rooms, housekeeping, maintenance and repair and security. Responsible for operation of all aspects of the club in the absence of the general manager and perform specific tasks as requested by the manager.

III. Job Tasks (Additional Responsibilities)

1. Manages all aspects of the club in the absence of the general manager.
2. Approves budgets, staffing and general operating procedures and other plans for the rooms, housekeeping, maintenance and repair and security departments; directs the work of department heads.
3. Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained.
4. Functions as an administrative link between departments.
5. Monitors internal cost control procedures.
6. Plans and coordinates training and professional development programs for himself or herself and club personnel.
7. Assists the general manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
8. Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.
9. Maintains contact with members and helps to assure maximum member satisfaction.
10. Receives and resolves complaints from club members, guests and employees.
11. Assures that the club's preventive maintenance and energy management programs are in use.
12. Participates in on-going facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained.
13. Serves as an *ad hoc* member of appropriate club committees.
14. May serve as a departmental manager in that manager's absence.
15. Attends management and staff meetings as scheduled.
16. Interacts with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to visitors.
17. Serves as a club representative within the community.
18. Undertakes special projects as requested by the general manager.
19. Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.
20. Monitors labor; evaluates scheduled and actual labor hours and costs.
21. Researches new products and develops an analysis of their costs and benefits.
22. Oversees club operations on a daily basis.
23. Reviews all accidents.
24. Advises general manager about the development and revision of club bylaws and policies; consistently enforces all policies.
25. Works with human resources department staff to develop long-term staffing needs for the clubhouse department.
26. Assists in the planning of facility improvements, remodeling, construction and repair and interacts with applicable club committees for this purpose.
27. Works with department heads to plan professional development programs for applicable staff.
28. Ensures that all legal requirements are consistently followed.
29. May perform clubhouse opening and closing duties, including those related to security.
30. Recruits for and manages the club's internship program; responsible for management and operation of the employee dormitory.
31. Monitors employee dress codes and member dress codes as applicable.
32. Conducts training and other meetings with department staff.
33. Completes other appropriate assignments made by the general manager.

IV. Reports to

General Manager

V. Supervises

Housekeeper; Housemen; Locker Attendants; Chef; Maitre D'; Hostess