MIRAMONT

JOB DESCRIPTION

JOB TITLE: Assistant Clubhouse Manager

DEPARTMENT: Food & Beverage

REPORTS TO: Clubhouse Manager

DATE CREATED: November 9, 2017

JOB SUMMARY

Responsible for the general operation of staff functions relating to Clubhouse operations as directed by the Clubhouse Manager or Assistant General Manager. Responsibilities include overseeing operations in food and beverage, housekeeping, maintenance and repair, security, pool and locker rooms, concierge/reception and the internship program. Responsible for operation of all aspects of the clubhouse in the absence of the clubhouse manager and performs specific tasks as requested by the General Manager.

1. Member/Team Relations

- Put members first - go above and beyond their expectations to satisfy their needs and provide the highest quality service.
- Always convey a professional attitude and demeanor towards club and team members.
- Always treat club and team members with the utmost respect and dignity.
- Be sincere and hospitable in all dealings with members.
- Take personal responsibility for all member requests.
- Always maintain a positive attitude and look for positive outcomes in all opportunities.

2. Communication

- Maintain open channels of communication and be receptive to all departments and staff members.
- Write effectively and concisely.
- Convey oral messages clearly and succinctly.
- Actively participate in all meetings.
- Ensure that the information needed to proficiently operate the club is disseminated and understood.
- Must maintain a positive attitude and be willing to support all programs and initiatives that have been communicated from the management team of the Club.

3. Planning, Organization and Administration

- Exhibit sound time management and organizational skills.
- Ensure the supplies needed to operate are properly stocked.

- Maintain an organized and clean work station that is member ready.

4. Employment Policies/Safe Work Environment

- Report all accidents/incidents to your supervisor immediately.
- Take pride in the club - report all damage or vandalism to club property.
- Report all safety hazards to your supervisor.
- Follow all club policies and procedures as outlined in the handbook.
- Follow all departmental rules communicated by your supervisor.

5. Essential Job Functions
   - Manages all aspects of the clubhouse in the absence of the clubhouse manager.
   - Assists in developing budgets, staffing and general operating procedures and other plans for all food and beverage, and clubhouse operations.
   - Assists in monitoring the budget and directing corrective action procedures as necessary to help assure that budget goals are attained for food and beverage, and clubhouse operations.
   - Assists in monitoring internal cost control procedures for food and beverage, and clubhouse operations.
   - Assists in planning and scheduling training, education, or certification of food and beverage, and clubhouse employees.
   - Assists in monitoring safety conditions and employees' conformance with safety procedures; and assists in assuring that effective training for these programs is conducted in all departments.
   - Maintains contact with members and helps to assure maximum member satisfaction.
   - Receives and resolves complaints from club members, guests and employees.
   - Participates in on-going facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained.
   - May serve as a departmental manager in that manager's absence.
   - Attends management and staff meetings as scheduled.
   - Interacts with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to visitors.
   - Undertakes special projects as requested by the clubhouse manager or general manager.
   - Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.
   - Monitors labor; evaluates scheduled and actual labor hours and costs for food and beverage, and clubhouse operations.
   - Assists in overseeing club operations on a daily basis.
   - Works with human resources department staff to fulfill staffing needs for the clubhouse department.
   - Assists in the planning of facility improvements, remodeling, construction and repair.
   - May perform clubhouse opening and closing duties, including those related to security.
   - Recruits for and manages the club's internship program.
   - Monitors employee dress codes and member dress codes as applicable.
   - Completes other appropriate assignments made by the general manager.

7. Job Qualifications

- College degree in Business Management/Hospitality Management

- **Minimum of three years restaurant, hotel/resort or private club food and beverage experience**
- **Positive attitude**
- **Hard-working**
- **Ability to handle many tasks at once**
- **Highly motivated and passionate**
- **Excellent verbal and written communication**
- **Must be able to lift at least 25 lbs.**
- **Ability to stand on feet for extended period of time**

Physical Requirements

While performing the duties of this job, the employee is regularly required to stand; walk; and use hands to handle or feel. The employee is required to sit and reach with hands and arms; talk or hear; and taste or smell. The employee must occasionally lift and/or move up to 80 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee must have the ability to multi-task and complete tasks in an accurate and timely manner.

Please submit your resume and cover letter to:

Owen Dougherty
Clubhouse Manager
Miramont Country Club
odougherty@miramont.cc
Please no phone calls.