



ASTORIA GOLF AND COUNTRY CLUB – CLUB MANAGER

Astoria Golf and Country Club was founded in 1923 and is truly a gem of the Pacific Northwest. In addition to being the only private country club on the Oregon Coast, we are recognized for being one of the finest private golf clubs in all of Oregon. We believe our club has much to offer to both golfing and non-golfing members. Some of the highlights of AGCC are course conditions that allow for play year round, an unparalleled practice facility, PGA golf instruction from the 2018 Oregon PGA Instructor of the Year, casual and fine dining opportunities, and a robust social calendar that caters to a diverse membership.

Job Summary: Serves as manager of the clubhouse. Manages all aspects of the clubhouse including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government and industry. The Club Manager is responsible for leading the food and beverage service staff in facilities to include the dining room, grill, bar, and banquet areas. Responsible for ensuring the highest level of member service by overseeing all aspects of service and service staff during operating hours, while working in a clean and safe environment, and meeting all financial goals for sales and expenses. The Club Manager will also assume directed responsibilities for assigned administrative functions of general club operations.

Essential Duties & Responsibilities

- Implements general policies established by the Board of Directors; directs their administration and execution.
- Coordinates the development of the club's long range and annual (business) plans.
- Manages service aspects in all food and beverage assigned areas and events, and acknowledges, greets and thanks all members and guests.
- Confirms that all service staff are in proper uniform and adhere to the club's appearance standards
- Hires, manages and trains staff in all technical and non-technical aspects of their role including club standards of quality of service
- Creates, maintains and distributes weekly schedules for staff and communicates changes as appropriate to all
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs
- Serves as Human Resources conduit to Club President for all club employees
- Works with subordinate department heads to schedule, supervise and direct the work of all clubhouse employees
- Completes and administers employee performance appraisals
- Maintains membership with the Club Managers Association of America and other professional associations. Attends conferences, workshops and meetings to keep abreast of current information and developments in the field.
- Communicates with service and kitchen staff regarding reservations and/or special events

- Evaluates and supervises performance and carries out disciplinary action as needed, in accordance with the club's policies and applicable laws
- Make rounds of all food and beverage outlets to ensure member/guest needs are met
- Controls costs of all food and beverage by assisting assistant managers in purchasing, maintaining effective profit and loss controls and monitoring labor costs following demand patterns, budget, and local labor laws
- Maximizes food and beverage sales by identifying and targeting sales opportunities through marketing including promotions and special events and by training staff
- Protects club, members and guests by training staff in and adhering to all safety, sanitation, food preparation, food storage and alcohol beverage control policies including confirming legal drinking age and discontinuing service to intoxicated guests
- Maintains member and guest satisfaction by handling inquiries, concerns or comments and providing solutions; acquiring feedback from members/guests and co-workers in order to ensure satisfaction and/or implement service improvement ideas; developing new concepts to ensure customer satisfaction and repeat business
- Ensures a pleasant dining experience in all outlets by collaborating with Executive Chef in the creation of menus and menu pricing as requested
- Communicates and teams well with other departments (i.e. Golf and Greens) ensuring appropriate staff levels for all events and ensuring assigned responsibilities are carried out.
- Reviews and initiates programs to provide members with a variety of popular events, markets club events including but not limited to social media outlets
- Coordinates all AGCC social media outlets
- Coordinates and serves as ex-officio member of appropriate club committees
- Actively markets club memberships, member services, and club facilities to attract new members and achieve revenue objectives
- Welcomes new members; meets and greets all club members as practical during their visits to the club
- Oversees the care and maintenance of the clubhouse
- Ensure follow up on member complaints/concerns quickly and effectively
- Work with Office Manager to complete all required financial and administrative reporting/audits accurately and on time
- Attends meetings of the club's Board of Directors as required
- Develop business and financial plan for clubhouse

Additional Duties & Responsibilities

- Primary duty is management and leadership, however, will be required to fill in as a server, host, wait assistant, bartender, etc. to relieve/back-up staff during peak periods or when short staffed
- Implements and supports all club initiatives and programs
- Maintains knowledge of other clubs and industry trends
- Ensures clubhouse sound system and televisions are functional

Supervises

- Executive Chef; Bar Manager; Banquet Manager; Service Manager; Office Manager; and Custodial/Maintenance staff

Minimum Education, Experience & Other Skills

- Four-year college degree or equivalent experience (preferred)
- A minimum of four years of progressive responsibility in food and beverage industry required
- A minimum of two years of personnel management, preferably in a club/golf/hospitality/service industry required
- Experience in resolving customer issues/complaints as well as overall excellent customer service required
- Proficient in computer software including Microsoft Suite & point of sale systems
- Solid time management, organization and prioritization skills
- Proven ability to effectively build and foster a team environment
- Ability to make decisions in a fast-paced environment
- Must be of legal age to service alcoholic beverages
- Ability to effectively communicate verbally and non-verbally with others
- Ability to work with all personality types even in adverse situations
- Ability to manage multiple projects and recommend/implement effective solutions
- Demonstrated commitment to customer service

Mental & Physical Requirements

- Ability to lift 25 – 100 pounds
- While performing the duties of the job, the employee may be required to walk or stand for long periods of time
- Must be able to bend, climb, balance, reach, stoop, kneel, crouch or crawl without hindrance
- While performing this job, employee will be exposed to sunlight, heat, wet and/or humid conditions
- Maintains a professional appearance appropriate to position and as per club policy
- Ability to climb on step stool or ladder in order to complete elements of the job or facilitate maintenance issues
- Fine motor skills

Notes

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. The Board of Directors reserves the right to change, rescind, add, or delete the functions of this position at any time.

Application Guidelines

To apply for this position, please submit a current resume, cover letter, and provide three professional references that the Board of Directors may contact.

All application materials should be submitted electronically in PDF format to Jessica Hinman, Office Manager at jessica@astoriagolf.com. All application submissions should reference: AGCC Club Manager Application and must be received no later than Friday, March 1, 2019.

Reports to:	Club President and Board of Directors
Department:	Clubhouse
Employment Status:	Exempt – Salary (Salary Commensurate with Experience)
Revised:	February 2019

