Job Title: Clubhouse General Manager/Head Professional

Reports to: Board of Directors

Position Summary
Manages clubhouse and golf operations to provide entertainment for members. Manager will perform duties personally or through employees, assuring that the wants and needs of the members and guests are consistently exceeded. Reports to the board of directors and specifically with the chair of the clubhouse committee on the board.

Essential Job Functions

Member Services:
- Delivers and promotes prompt, courteous and friendly service to all members, guests and employees.
- Managing member accounts, ensuring all accounts are up to date, accurate daily, and informing the board of directors if additional actions are needed.
- Monitors the quality of the club’s products and services, and ensures maximum member and guest satisfaction.
- Coordinating communications to the board, the members, and the public.
- Liaison to the state golf association, will run couples outings, and club tournaments. Manager will work with all approved tournament and play day directors in the organization of the individual club events and assist to help make the event a success for the club.
- Marketing Hillcrest to prospective members, marketing use of the clubhouse for private functions, and private golf outings to the extent the board of directors determines to be an appropriate level of use.
- Interpret and enforce the policies, rules and regulation of the golf course and clubhouse to help ensure that all members and guests adhere to course policies or regulations.

Staff Management:
- Directs and manages staff members on a daily basis while maintaining harmony among workers and resolving grievances.
- Train, motivate, and evaluate assigned staff; review progress and direct changes as needed.
- Responsible for hiring, supervising, scheduling, disciplining, and termination of clubhouse employees according to Hillcrest policies and procedures.
- Approving all clubhouse staff hours worked and coordinate with the external accounting firm for the payment of payroll on a regular basis.

Clubhouse Operations:
- Develops operating policies and procedures and directs the work of all clubhouse employees.
- Plans, develops and approves specific operational policies, programs, procedures to insure successful clubhouse operation.
- Develops, maintains, and administers a sound organizational plan; initiates improvements as necessary.
- Secures and protects the club’s assets, including facilities and equipment.
- Responsible for the operations of the clubhouse, which includes food purchases, storage, preparation, sales and service.
- Operation of the clubhouse also includes clubhouse maintenance, checking in golfers for general play and assisting with tournaments, guest fees, cart rental fees, etc.
● Responsible for the rental carts management, storage and maintenance, and coordination with members for cart shed use.
● Assure that assigned areas of responsibility are performed within budget; perform cost control activities; monitor revenues and expenditures in assigned area to assure sound fiscal control; assure effective and efficient use of budgeted funds, personnel, materials, facilities, and time

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Clubhouse Manager Compensation, Incentives, and Performance Expectations

**Base Salary:** $55,000-$65,000
**IRA Match:** 3% contribution to IRA after 1 year of employment

**Financial & Operational Duties:**
- **Payroll:** send/call the part-time clubhouse staff hours on Monday following the end of each 2 week payroll period.
- **Deposits:** make deposits at least 3 times per week, using night deposit option at Lincoln Savings Bank, to ensure we don’t have cash at the clubhouse and that member checks are deposited in a timely manner.
- **Invoices:** scan/copy all invoices received during the week and send them to MHCS on Tuesday of each week.
- **QuickBooks On-Line:** write all checks/payments utilizing QuickBooks On-Line.
- **Auto Payments:** work with accounting firm to set up all vendors that makes sense on auto payment,
- **Monthly POS report:** generate the monthly report within 2 days following month end and get it to our accounting firm
- **Scheduling:** complete two week schedule for part-time clubhouse employees by Wednesday prior to the upcoming payroll period which begins on Monday.
- **Vacation:** will notify the President or Clubhouse Director of any scheduled vacations at least two weeks prior to the first date of vacation.
- **Accept and maintain new member applications and provide current waiting list information at the monthly board meeting.

Please send a cover letter and resume to board@hccadel.com or mail information to the below address.

Hillcrest Country Club
27749 Prospect Ave
Adel, IA 50003