

CITY OF PIERZ**Job Description**

Title: Clubhouse Lead	FLSA Status: Non-Exempt
Department: Parks	Position Status: Seasonal-Full Time
Accountable To: Clubhouse Director	Wage Range: \$16.00-\$20.00
Prepared By: City Administrator	Date: 01/27/2025 Revised Date:

Job Summary:

The Clubhouse Lead is responsible for assisting the Clubhouse Director and Assistant Director with the daily operations of the clubhouse, including food and beverage services, campground, and maintenance. The Lead position ensures the smooth execution of daily tasks and functions, supervises, and supports the team, and ensures high-quality customer service and cleanliness standards are consistently met. The Clubhouse Lead will step in as the acting manager in the absence of the Director or Assistant Director.

Essential Duties and Responsibilities:

- Supervise and support the daily operations of the clubhouse, including food and beverage service, member dining, and general housekeeping/maintenance.
- Oversee the service areas of the clubhouse to ensure consistent and high-quality customer service and cleanliness standards are met.
- Assist in training new staff and provide ongoing support and guidance to current employees, ensuring they follow proper procedures and customer service standards.
- Monitor and ensure inventory levels are maintained, reporting any needs or concerns to the Director or Assistant Manager.
- Actively participate in the preparation, setup, and breakdown of clubhouse events such as tournaments, and school functions.
- Address customer inquiries, complaints, and concerns in a professional and timely manner to maintain a positive experience.
- Assist the Director and Assistant Manager in managing daily operations, including overseeing staff scheduling and ensuring proper coverage.
- Help manage food and beverage service operations, including ensuring safety, cleanliness, and service quality during peak periods.
- Maintain accurate records of service and operational logs as requested by the Director or Assistant Manager.
- Perform other duties related to clubhouse operations as directed by the Director or Assistant Manager.

Minimum Qualifications:

- High school diploma or GED required.
- Up to 1 year of experience in food and beverage or hospitality-related field preferred.
- Previous experience in a supervisory role or leadership position within a similar environment preferred.
- Strong interpersonal and communication skills.
- Ability to lead and motivate a team effectively.

- Must be able to work flexible shifts, including weekends, holidays, and special events.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook), social media platforms, and Point of Sale (POS) systems.
- Ability to lift and move up to 50 pounds regularly and occasionally more.
- Must obtain a food license and ServSafe certificate by the start of the season and maintain as required.

Physical Demands & Working Conditions:

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

This job operates within an Office/Campground/Golf Course environment. Safety, environmental and health concerns may demand constant attention. While performing the duties for this job inside the clubhouse/office or outside in the campground/golf course, the employee is frequently exposed to normal working conditions for a campground/golf course with a noise level that varies from low to moderate to loud noise. The role routinely using equipment, computers as well as hand tools and varying other tools to do the job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee may be required to stand for extended periods of time as well as use hands or fingers to reach or handle, and to reach with hands and arms. The employee is regularly required to stand, walk, climb, balance, stoop kneel, crouch or crawl. The employee will frequently lift and/or move up to 50 or more pounds. All vision abilities are required to encompass close-up work. On occasion, employees must be able to tolerate and endure extended seasonal hours and maintain alertness to meet deadlines.

While performing the duties of this job, the employee may be exposed to machinery and moving parts, airborne particles including grain dust and hazardous materials or fumes, which may require the use of PPE. The employee may be exposed to adverse weather conditions, extreme temperature changes in the varying areas from normal temperatures to above normal temperatures, extended seasonal hours, high precarious places, and confined spaces. The noise level in some of the work environments may require the use of hearing protection.

Disclaimer:

This job description is not a complete description of responsibility, but reflects the general qualifications, duties and/or responsibilities necessary to perform this position. All candidates who receive a written offer of employment may be required to successfully pass a background check and drug screen. The City of Pierz City Council reserves the right to revise the job description as circumstances warrant. The City of Pierz is an at-will employer, which means that either the employee or the company may terminate the relationship at any time, with or without notice, a with or without cause. We are an equal opportunity employer.