

CITY OF PIERZ**Job Description**

Title: Clubhouse Director	FLSA Status: Exempt
Department: Parks	Position Status: Full-time Salary
Accountable To: City Administrator	Wage Range: \$50,000-\$60,000
Prepared By: City Administrator	Date: 4/24/2020 Revised Date: 12/09/2024

Job Summary:

The Clubhouse Director is responsible for performing administrative duties, coordinating vendors, projects, and high-quality customer service in day-to-day operations including food, beverages, campground, and maintenance. The Clubhouse Director supervises the assistant clubhouse manager and seasonal clubhouse staff. Assists with training new employees, continuing training for current staff, and maintains beverage and equipment inventories. The Clubhouse Director will represent the City in a courteous, professional and ethical manner.

Scope of Responsibility:

The Clubhouse Director works with campers, golfers, the public, staff, City officials, and vendors/contractors. They are expected to attend training and educational opportunities. They must be able to provide general and technical supervision of the assistant clubhouse manager and seasonal clubhouse staff. This position requires application of professional/managerial principles and judgment within overall goals/direction established by senior management. The Clubhouse Director will have frequent contact with outside agencies and the public (supplying or seeking information) on specialized matters requiring detailed or technical responses/ explanations.

Essential Duties and Responsibilities:

1. Provide direct or indirect supervision of Clubhouse staff and contractors.
 - Begins operations at the Club House around Spring and operates through October 31st weather depending.
 - Maintains and suggests hiring plan to City Administrator, Park Board, and City Council for all seasonal clubhouse staff.
 - Determine priorities, schedule maintenance tasks, oversee and inspect the work of clubhouse staff.
 - Create with the City Administrator proper training plans, onboarding, and programs to ensure staff are up to date on trainings and effectively trained.
 - Assure effective orientation and training for clubhouse staff so they perform assigned tasks efficiently and work safely.
 - Manage compliance with OSHA in the clubhouse.
 - Ensure professional working relationships are maintained among staff and with outside vendors and customers.
 - Participate in performance management and progressive corrective action of workers.

- Supervise, direct, and evaluate the work of contractors or temporary workers within the scope of seasonal campground and clubhouse support.
 - Evaluate work performance of clubhouse staff on a regular basis and conduct annual performance evaluations of assistant clubhouse manager and seasonal clubhouse staff.
 - Receives and resolves questions or complaints from guests and employees.
2. Manages the City of Pierz Clubhouse and Campground
 - Purchases food, beverages, and merchandise.
 - Conduct routine cleaning of clubhouse and golf carts.
 - Responsible for management of cash register and POS system transactions.
 - Manages the rental of all campsites, park shelters, seasonal campers, and golf cart storage sheds.
 - Manages green fees, golf cart rentals, and tee time scheduling.
 - Keeps record of all documents.
 - Markets and promotes advertising for the Pierz Golf Course and Campground.
 - Reconcile the cash register daily and make weekly deposits.
 - Respond to customer concerns, complaints, and resolve issues.
 - Collaborate with other team members in the development of mid-range and long-range service and facility plans and capital improvement programs.
 - Stay current on training and certifications required to operate the clubhouse.
 - Enforce rules and guidelines outlined in the Policies and Procedures handbook.
 3. Perform other duties as assigned or apparent.
 - Will meet with Park Board at meetings and attend Council meetings when applicable.
 - Under the direction will work with the City Administrator to ensure all duties are completed to the satisfaction of the city and the role.
 - Will work in the off season to assist the City Administrator with a variety of tasks including backing up the Deputy Clerk as needed, marketing, and other duties as assigned.

Minimum Qualifications:

The Clubhouse Director must hold a high school diploma or GED and one to three years of experience. A bachelor's degree in hospitality or business management is preferred, but not required. Ability to work varying daily shifts and weekends. Must be available to work holidays, weekends, tournament dates, as well as special events and be available for overtime. Within six months of hire, the incumbent must acquire a food license and maintain as required. Must be proficient in Microsoft Word, Excel, Outlook, social media, as well as Point of Sale Systems. This position requires one to have an acute knowledge of service techniques. A successful candidate should have strong communication skills; both creative and critical writing and the ability to speak effectively before groups of members, guests, and employees of the park complex.

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.