

**City of Fulton**  
**POSITION DESCRIPTION**

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**JOB TITLE:** Clubhouse Manager

**DEPARTMENT:** Golf

**DATE:** 03/22

**IMMEDIATE SUPERVISOR:** Golf Operations Manager

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**SUMMARY:** Assists the Golf Operations Manager with managing food and beverage, daily play and pro shop activities and oversees part-time employees. Helps manage all other activities of the clubhouse and golfing activities including marketing, tournaments, golf lessons and clubhouse maintenance.

**ESSENTIAL FUNCTIONS:**

**I. Supervisory Activities**

- A. Monitors performance of clubhouse employees providing appropriate coaching as needed. Assists with evaluating and hiring employees for new and continued employment in the clubhouse; this includes redirecting, disciplining or recommending for dismissal employees when necessary.
- B. Provide ongoing supervision for all part time employees assuring standard protocols are followed in personnel matters, finances and golf operations and that standards for safety and professionalism are maintained.
- C. Maintain a clean and safe kitchen and food preparation area. Instruct and oversee other clubhouse employees to make sure they do the same. Maintain clean and safe bathrooms and other public areas in and around the clubhouse and oversee other clubhouse employees to make sure they do the same.
- D. Keep work area and public spaces clean and organized. Make sure food prep areas and public dining areas meet or exceed health code.
- E. Respond to requests by immediate supervisor in an accurate, professional, complete and timely manner.

**II. Clubhouse Operation Activities**

- A. Assists with maintaining daily business records for all activities in the clubhouse ensuring for accuracy and timeliness. Of particular importance is tracking inventory from ordering supplies under standard City protocol, tracking invoices and entering new purchases directly into inventory, and conducting physical inventory audits at least monthly.
- C. Assists with managing golf tournaments ensuring for safety, meeting the special requirements of the individual tournament organizers and enjoyment of all participants.
- D. Maintain an awareness of safety issues assuring for compliance with all safety procedures.
- E. Works at the cash register and prepare daily business reports or make sure that daily reports and deposits are done, and cash and receipts are processed according to standard protocols in cooperation with the Finance Department.
- F. Prepares food in a safe and efficient manner in accordance with the health codes of the City of Fulton and the State of Missouri.
- F. Serves in a public relations capacity to the general public in matters that relate to the golf course.
- H. Develops coherent marketing strategies to promote Tanglewood's image and to develop new clients while retaining past clients. These strategies will be reviewed each winter with immediate supervisor.

### **III. Miscellaneous Activities**

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor, subject to reasonable accommodations.

#### **WORK ENVIRONMENT**

- Average accessibility of all work sites required for the position.
- Above average exposure to weather and temperature extremes.
- Below Average exposure to chemicals and fumes.
- Below Average exposure to heights.
- Average exposure to work safety hazards.
- Average amount of overtime/extended work hours required.
- Below Average exposure to dust.
- Below Average exposure to loud noises.
- Below Average exposure to darkness.
- Below Average exposure to cramped spaces.

#### **PHYSICAL EFFORT**

- Normal physical mobility: movement from place to place on the job, considering distance and speed.
- Normal physical agility: ability to maneuver body while in place.
- Normal physical strength to handle routine office materials and tools.
- Normal physical strength to handle 30 lb. objects, considering frequency.
- Normal dexterity of hands and fingers.
- Normal physical balance: ability to maintain balance and physical control.
- Normal coordination, including eye/hand, hand/foot, etc.
- Normal endurance.

#### **KNOWLEDGE REQUIREMENTS**

- Completed high school diploma or equivalent. College degree preferred.
- Ability to interact with a variety of personalities in a positive and professional manner.
- Valid Missouri Driver's License.
- Public speaking and computer skills.
- At least two years experience in golf course management or other leisure service enterprise such as restaurant, hotel or parks and recreation management or convention planning preferred.
- PGA Certification and experience teaching golf is desirable.
- Ability to deal with difficult people and good phone manners.

#### **MENTAL EFFORT**

- Above Average concentration/intensity: prolonged mental effort with limited opportunity for breaks.
- Average memory, considering the amount and type of information.
- Average complexity of decision making.
- Above average time pressure of decision making.
- Average analytical thinking.
- Average conceptual thinking.

#### **COMMUNICATION**

- Above average verbal communication.
- Above average written communication.
- Above average nonverbal communication.

## **SENSORY ABILITIES**

- Normal ability to see.
- Normal ability to distinguish colors.
- Normal ability to hear.
- Normal ability to smell.
- Normal sense of touch.