

Aurora Community Clubhouse (ACC) Manager

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| Position: | Manager Job Description |
| Reports to: | Poco Creek Board of Directors |
| Hours: | Full-Time (some flexible hours required) |

The Manager is responsible for all aspects of the course including its activities and the relationships between the course and its customers, employees, community and board. The Manager will direct the work, implement and monitor the budget, and monitor the quality of products and services. The Manager will insure that a dedicated team of staff are in place to effectively execute the business plan, meet defined operating standards and measure and achieve a high level of member satisfaction while achieving the financial objectives of the club.

DUTIES AND RESPONSIBILITIES

- Responsible for all operations, staff, finances and facilities.
- Hire, manage and develop the staff to maximize scheduling and morale.
- Develop and implement strategies to meet the goals of the ACC. Develop new and existing programming that encourages continued membership and community participation, and attracts new business.
- Operate the club in a fiscally responsible manner to include the budget, as adopted by the Board, is adhered to through financial reports.
- Ensure the club is operated in accordance with all applicable local, state and federal laws.
- Supervise and direct daily operations of the course, beverages, ordering, inventory, event bookings and lease agreements.
- Ensure carts are filled with gas and work with the Grounds staff
- Serve as the community liaison for the club. Meet with special interest groups to positively impact growth in membership, daily fee play, and event business.
- Ensure a club marketing plan is developed and oversee the implementation of the plan on annual basis. This plan should include a firm grasp of email and social media marketing that benefits the growth of the course.
- Consistently demonstrate a high level of visibility to insure member and guest satisfaction, projecting a professional appearance and demeanor.
- Work with and attend all pertinent meetings as it relates to the Board and the operation of business.
- Work with the Board to ensure strategic initiatives are being fostered and implemented.

PROFESSIONAL REQUIREMENTS:

- Self-starter who possesses the strength to make decisions and troubleshoot challenges as they arise.
- Capable of managing budgets and financial forecasting including facility operations, food and beverage
- Passion for the game of golf, its history and traditions
- Working knowledge of office equipment and computers

QUALIFICATIONS AND EXPERIENCE

- Experience as a Manager or equivalent with supervisory and leadership experience
- Excellent communication skills (written and verbal) and an eye for detail
- A proven track record of high customer satisfaction, accompanied by strong financial performance
- Outstanding interpersonal skills (e.g. friendly, outgoing, confident, and enthusiastic) in cultivating positive relationships with members, guests, staff, community and Board.
- Must be an effective leader with strong administrative, communication, financial and organizational skills
- Self-starter, able to work without direct supervision, but capable of supervising and motivating others.
- Ability to effectively supervise and motivate staff and volunteers.

The above is intended to describe the general content and requirements for the performance of the Manager of the Aurora Community Clubhouse. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. This job description does not constitute a contract. The Manager will receive an annual performance review given by the Board President with appropriate input from others.