



All applicants are to e-mail their resume to Jessica Hinman at jessica@astoriagolf.com

Reports To:	Club President and Board of Directors
Department:	Clubhouse
Employment Status:	Exempt – Salary
Revised:	July 2021

ABOUT ASTORIA GOLF & COUNTRY CLUB

At AGCC, our business is hospitality! We are committed to an atmosphere that promotes close relationships with the membership and the management team. We are very proud of our Club and Golf Course. We recognize team member's hard work and commitment to service. If you truly have a passion to serve others and are committed to working hard, this is the place for you.

JOB SUMMARY

Serves as manager of the club house. Manages all aspects of the club house including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government and industry. The Club Manager is responsible for leading the food and beverage service staff in facilities to include the dining room, grill, bar, and banquet areas. Responsible for ensuring the highest level of member service by overseeing all aspects of service and service staff during operating hours, while working in a clean and safe environment, and meeting all financial goals for sales and expenses. As part of the Management Team, you will work in partnership with the other managers to implement the strategic direction set by the board for overall success and growth of the club.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Deliver excellent guest experience by being responsive in a timely and courteous manner
- Develop innovative ideas to facilitate the continual delivery of exceptional quality products and profit contributions to the company
- Ensure all programs are effectively promoted through the use of collateral material and communication
- Recruit, hire and train team members in accordance with operating procedures
- Understand and value individual growth and development as well as formulate strategies for growth and development of team members
- Assure you and your team work effectively with the Golf Pro and Pro Shop staff and the Golf Course Superintendent and their team
- Maintains involvement in Clubhouse improvements to facilitate the capital funding process
- Coordinate the Club House long range plan
- Implements general policies established by the Board of Directors; directs their administration and execution
- Manages service aspects in all food and beverage assigned areas and events, and acknowledges, greets, and thanks all members and guests
- Maintains membership with the Club Managers Association of America and other professional associations. Attends conferences, workshops, and meetings to keep abreast of current information and developments in the field
- Coordinates and serves as ex-officio member of appropriate club committees.
- Oversees the care and maintenance of the clubhouse facilities.
- Responsible for completion of all required financial and administrative reporting/audits.
- Coordinates and attends meetings of the club's Board of Directors
- Coordinate and/or delegate Club-wide member communications for all departments through website, e-blasts, and other communication outlets pertinent information including closures, policy changes, upcoming events, etc.
- Demonstrated initiative – ability to think, work, and make independent decisions based on sound judgment

REQUIRED QUALIFICATIONS

- High energy individual with strong people and leadership skills
- Bachelor's degree or commensurate work experience
- Willing to work in an "all hands-on deck" environment as required
- A minimum of four years of progressive responsibility in food and beverage industry
- A minimum of two years of personnel management, preferably in a club/golf/hospitality/service industry
- Maintains membership with the Club Managers Association of America and other professional associations
- Experience in resolving customer issues/complaints as well as overall excellent customer service
- Proficient in computer software including Microsoft Suite & point of sale systems
- Solid time management, organization and prioritization skills
- Ability to make multiple decisions in a fast-paced environment
- Proven experience hiring, engaging, and developing talent
- Ability to define problems, collect data, establish facts, and draw valid conclusions as to course of action

WORK ENVIRONMENT

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the team member must:

- Lift, reach, bend, twist, push, pull, squat, grasp and use arm-hand coordination on a consistent basis
- Can lift up to 50 pounds occasionally
- Must be willing to work as the business demands to include weekends, evenings, and holidays
- May include outdoor work and exposure to related weather conditions

BENEFITS AND PERKS

AGCC offers an impressive collection of benefits! Some benefits include:

- Salary and Bonus commensurate with experience
- Medical/Dental/Vision/Telehealth Coverage
- Company paid Life Insurance and Long-Term Disability
- FSA options
- 401(k) with company match
- Paid Vacation and Sick Time
- Golf Benefits, Meal and Merchandise discounts

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AGCC is proud to be an equal opportunity employer. We are committed to creating an inclusive environment, and we welcome and encourage people of all backgrounds, perspectives, experiences, and skills to apply.

All employment decisions at AGCC are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the law and regulations. We will not tolerate discrimination or harassment based on any of these characteristics.