

JOB DESCRIPTIONS FOR THE PRIVATE CLUB INDUSTRY

7TH EDITION

Disclaimer

CMAA has worked to ensure that all information in this book is accurate as of the publication date and is consistent with good industry practices. It is recommended, however, that readers evaluate the applicability of this information in light of their work conditions, particular situations and changing standards. This publication contains job descriptions for many club positions. However, these descriptions are generic: a club manager, in his or her unique and specific situation, will not likely be able to use them exactly as worded. Therefore, the job descriptions included here should only be used as a guide because they do not represent “the final word” about how positions should be described in every club. To meet the club’s needs, club managers need to modify the job descriptions provided. Likewise, the accompanying Organization Charts in this resource are generic in nature and are only representative of their respective club type. The text within each box as well as the arrangement of the boxes to one another (i.e., reporting structure), the chart colors, design and the chart orientation can be changed to suit the managers’ needs. This resource is distributed and sold with the understanding that the publisher is not engaged in rendering legal, recruiting or other professional services. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

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ISBN: 1-889586-62-X



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Acknowledgments

CMAA thanks the following clubs – and their Club Managers and human resources professionals – for contributing job descriptions from which information was used to update and expand this resource:

- The Beach Club, Santa Monica, CA;
- Belle Haven Country Club, Alexandria, VA;
- Boca West Country Club, Boca Raton, FL;
- Broken Sound Club, Boca Raton, FL;
- Brook Hollow Golf Club, Dallas, TX;
- The Carriage Club, Kansas City, MO;
- Chevy Chase Club, Chevy Chase, MD;
- The Desert Highlands Association, Scottsdale, AZ;
- Druid Hills Golf Club, Atlanta, GA;
- Granite Club, Toronto, Ontario, CANADA;
- Green Island Country Club, Columbus, GA;
- Hamilton Farms Golf Club, Gladstone, NJ;
- Houston Country Club, Houston, TX;
- Kansas City Country Club, Mission Hills, KS;
- Lake Toxaway Country Club, Lake Toxaway, NC;
- Metropolitan Club, Washington, DC;
- Nantucket Yacht Club, Nantucket, MA;
- Princess Anne Country Club, Virginia Beach, VA;
- River Run Golf Club, Davidson, NC;
- Sawgrass Country Club, Ponte Vedra, FL;
- Spring Lake Golf Club, Spring Lake Heights, NJ;
- St. Francis Yacht Club, San Francisco, CA;
- Union League Club of Chicago, Chicago, IL; and
- Wexford Plantation, Hilton Head Island, SC.

Great appreciation is extended to the HR and employment law specialists who, in their review of the front matter, helped to make this title current with prevailing hiring laws and statutes.

- Sean R. Lillie, Esq., Partner, Allen, Summers, Simpson, Lillie & Gresham, PLLC, Memphis, TN;
- Marisela Urquidez, Human Resources Manager, The Desert Highlands Association, Scottsdale, AZ; and
- Scott Samuels, President and Founder, Horizon Hospitality, Overland Park, KS.

The Association's appreciation also goes out to Katie Rials, Director of Human Capital Development, SCI Companies, for her suggestions on formatting job descriptions. SCI Companies, a leader in innovative outsourcing and e-learning training solutions, is a CMAA Silver Corporate Advantage Partner.

Foreword

Club managers need job descriptions to help sort out the “who-does-what” in club operations and to set the foundation for the necessary selection, orientation, training and supervision of employees – all vital aspects of club employment and management.

Adding to the complexity, the world of club management is dynamic. In the years since the sixth edition of this *Job Descriptions* handbook was published, management positions and many of their job tasks have changed. Advances in technology, an increased emphasis on effective financial control, a heightened focus on meeting members’ needs, greater awareness of legal issues and increased concerns about job accountability are among the factors affecting these changes.

Numerous revisions have been made throughout this resource, both in the job descriptions themselves and the accompanying organization charts. The most significant are:

- Information helpful in detailing job specification requirements (i.e., information related to the personal qualities judged necessary for an incumbent to be successful in a job) has been added. The template for the job descriptions has been modified to include information about:
 - education and/or experience;
 - job knowledge, core competencies and expectations;
 - licenses and special requirements; and
 - physical demands and the work environment.
- Several new job descriptions for one department (Athletics) and the addition of a new department (Amenities Services) for residential communities are included. Today’s clubs have expanded health, fitness and wellness services, and approximately 20 percent of clubs managed by CMAA members now have residential community developments overseen or governed by property owners’ associations or homeowners associations. Job descriptions for positions related to these two functions help to update this resource for managers offering these services and amenities to members.
- Several new positions have been added for traditional club functions. For example, Food and Beverage Training Manager has been added to the food and beverage department and Website and Graphic Design Associate has been added to the membership function. Youth Sailing Director and Race Manager have been added to the yacht club listings as well. In total, there are approximately 20 new private club job descriptions in this Seventh Edition of *Job Descriptions for the Private Club Industry*.

This Job Descriptions resource was written by club managers for club managers. Previous editions have been widely circulated for use in a variety of clubs. We are confident the handbook now in your hands will likewise become an integral part of your “tool box” for operations, planning and management.

The authors would like to thank CMAA Headquarters staff, especially Josh Feuerstein, Director, Research and Industry Resources; and Ken Fanelli, Manager, Resource Development; and Ania Drosnes, Manager, Resource Marketing for substantial assistance as this title was revised.

Note: As with the job description (task) information, the job specification-related information is an

example of language used by one or more specific clubs, and it is not likely to be applicable to every club. The job description writer must carefully think about his/her own club when making decisions about using, modifying or ignoring the job description and job specification information presented in this publication.

As with the previous edition, we dedicate this publication to all club managers – present, past and future – who have made, are making or will make contributions to the Club Managers Association of America and to the private clubs managed by these professionals.



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PART I: Purposes of Job Descriptions

Job descriptions are becoming more useful every day. Private clubs are constantly undergoing change in many dimensions including how work is organized. The job description has emerged as a powerful tool to help assure that all job tasks are identified and delegated to specific positions; they can become the blueprint for how a job should be done. A job description should accurately and completely illustrate the duties and responsibilities of an individual working in a specific position.

Club Managers are aware of the role that job descriptions play in describing the tasks to be done by someone performing a job. They typically think of the job description as an organizational tool helpful in recruitment. However, job descriptions also summarize the duties, responsibilities and activities of a specific job. Since they provide so much useful information for managers, the role of the job description is pervasive throughout the entire management process. For instance, job descriptions are useful for activities involving:

- Recruitment;
- Selection;
- Orientation;
- Training;
- Evaluation;
- Promotion and transfer;
- Performance and compensation evaluation; and
- Compliance with the Family Medical Leave Act (FMLA), Americans with Disabilities Act (ADA), and worker's compensation.

The following section provides details about how job descriptions are used for each of these purposes.

Recruitment

Since job descriptions review important job tasks, they provide a general overview of positions. They can be used to develop job advertisements, and they can serve as self-selection devices. Potential applicants should be able to read the job advertisement and determine whether they possess the necessary skills and attributes required in the advertised position. The information presented in recruitment ads should be based directly on the tasks identified in applicable job descriptions. Likewise, announcements to and "word-of-mouth" communications with incumbent employees desiring transfer or promotion should detail the tasks summarized in a current job description.

Selection

Private Club Managers may determine those applicants best suited for a job by use of selection tests or interviews. There are a variety of behavioral interview questions that measure an applicant's potential for success in a specific position. In addition, an applicant's actual abilities might be tested by use of work samples (e.g., asking an applicant to demonstrate cooking ability).

Other tests that managers can use to measure an applicant's ability to do the job include

behavioral and cognitive assessments. Pre-employment background checks (i.e., criminal, credit and driving) along with drug screening tests are allowed in most states within strict guidelines established by the states.

According to provisions of several Equal Employment Opportunity laws enacted since 1964, the selection tests, if any, that a manager uses must be free of bias and discrimination on the basis of race, color, religion, sex, national origin, age and – since the passage of the Americans with Disabilities Act (ADA) in 1990 – disability. Tests must measure what they are actually designed to measure; that is, if a work sample test is designed to measure cooking ability, it must actually do so. Similarly, selection tests should be job-related and consistent with the needs of the club's business.

While it seems obvious that tests should measure what they are intended to measure, this frequently is not the case; many tests allegedly measure one thing but actually measure another. For instance, a work sample test for a cook may be intended to measure cooking ability, but instead it might really address the ability to read a recipe or the speed with which an applicant can cook. Any tests that are chosen should address important job tasks identified in accurate, timely and complete job descriptions.

While some Club Managers may be exempt from ADA legislation (i.e., those employing 14 people or fewer) because their employers are private clubs, others are not. In addition, even those Club Managers who are legally exempt may find it in their best interests – from a social and moral perspective – to follow such guidelines. Additional information about the ADA will be provided later in this publication. Even if your club is exempt from the ADA, many states or municipalities have laws that prevent discrimination in the workplace based on an individual's disability.

Club Managers may also use interviews to select the applicants best-suited for vacant positions. The job description can help determine appropriate questions to ask applicants. According to legal guidelines, employers should focus their interviews on asking questions that will help them assess the individual's performance on the job. The best questions that can be asked are those that clearly relate to job responsibilities, duties, working conditions and specific work activities. Again, the role of relevant job descriptions in planning and conducting job applicant interviews should be clear.

Figure 1 lists some questions that can and cannot be asked during a selection interview and illustrates the concerns that Club Managers should address as interviews are planned and conducted.

An employer is permitted to attach a specific job description to the employment application or to provide the description to the individual during a pre-hire interview and then ask whether the applicant can perform all essential job functions, with or without reasonable accommodation and without posing a direct threat to the safety of himself/herself or other employees. Prior to beginning employment, job descriptions should be reviewed and signed by new employees to ensure that they understand what is expected from them during the course of their employment.

Figure 1: Pre-Employment Inquiry Guide

Topic	Unlawful Pre-employment Inquiries	Lawful Pre-employment Inquiries
Birthplace	Where were you born?	None
Citizenship	Where were your parents or spouse born?	<p>Are you authorized to work in the US?</p> <p>Are you prevented from lawfully becoming employed in the US because of visa or immigration status? (Proof of citizenship will be required upon employment.)</p>
Foreign Language	How did you learn to read, write or speak a foreign language?	Are you fluent in a second language?
Nationality	What is your nationality?	Are you currently eligible for employment in the United States?
Arrest Record	Have you ever been arrested?	<p>Have you ever been convicted of a felony crime?</p> <p><i>(This inquiry should be accompanied by a statement that the existence of a criminal record does not constitute an automatic bar to employment. This inquiry should only be made if the job requirements are such that relevant criminal convictions would clearly be disqualifiers. In some states, this inquiry may only reference a period of no more than seven years.)</i></p>
Sex	What is your sexual preference?	None

Topic	Unlawful Pre-employment Inquiries	Lawful Pre-employment Inquiries
Residence	Do you own your own home or do you rent?	Where do you reside? What is your address?
Marital Status	What is your marital status? In checking your work record, will we need another surname or nickname for identification?	None
Religion	What is your religion?	None
Health	Are you handicapped?	Can you perform the essential functions of this position with or without reasonable accommodation? <i>(Show candidate a copy of the job description.)</i> Are you able to perform the specific duties of this position?
Workers Compensation	Are you now receiving or have you ever received Workers Compensation benefits? Have you ever filed a Workers Compensation claim?	None
Age	What is your birth date?	Are you at least 18 years of age? If not, can you furnish a work permit?
Minors		Are you at least 18 years of age? If not, can you furnish a work permit?
Military Experience	What type of discharge did you receive from the military?	None

Topic	Unlawful Pre-employment Inquiries	Lawful Pre-employment Inquiries
Financial Data	Questions about applicant's current or past assets, liabilities or credit rating, including bankruptcy or wage garnishment.	None
Height	What is your height?	None
Weight	What is your weight?	None
Transportation	Do you have a car? (Unless relevant to on-the-job performance.)	Do you have reliable means of getting to work?

Orientation

Once hired, new employees must become familiar with their jobs and the surroundings in which they work. The quicker this occurs, the sooner new employees will become productive members of the club's workforce. Job descriptions serve as an excellent vehicle for accelerating this process since they describe the tasks, skills and work responsibilities upon which managers and trainers should focus during orientation.

Training

Training programs for new employees have an obvious goal: to provide the knowledge and skills employees need to consistently meet standards required for all tasks in their job description. However, current employees also require training to (a) upgrade their knowledge and skills to accommodate changes in job responsibilities and work conditions and (b) improve the work currently being done. How does a Club Manager know who must be trained? And how does one know on what the training should focus?

Consider the example of a Club Manager who has received complaints from members about service in the grill. The manager can quickly realize that training is needed to improve service, but he or she may wonder who should be trained and what the training program should include.

To identify who should be trained and what skills or abilities should be the focus of training, the manager should compare current work habits or responsibilities for a given position with those contained in the job description for each of those positions. By comparing what employees are supposed to do with what they are actually doing, the manager can identify any discrepancies between intended and delivered service and can then decide how to improve service in the grill.

Thus, a well-written job description highlights areas of deficiency in meeting service or other standards and provides a road map for the knowledge, skills and abilities that the training

program should emphasize. Job descriptions are also tremendously valuable when cross-training employees.

Performance Reviews

The above problem with service in a club's grill provides a good point to begin a discussion about how job descriptions are useful in evaluating employee performance.

Club Managers should evaluate employee performance for a number of reasons. The identification of a problem (e.g., inadequate service in the grill) through a performance evaluation must precede training or other strategies to resolve the problem.

Managers should use performance reviews not only to identify and handle problems but also to administer compensation increases. Some managers might contend that raises should be based on seniority with the club. If this system is used, then employees might "earn" a raise after a specified time period (e.g., three months, six months or 12 months).

The Club Manager's evaluation of how well each employee is performing in his or her current job is a critical element in a performance-based compensation system. To make such a determination, managers must be able to measure an employee's actual performance against the goals of the job. A well-written job description identifies the goals to which each employee should aspire; an effective employee meets minimum output (quality and quantity) standards for each task identified in the job description.

It is always best to evaluate employees based on how well they perform required job tasks (i.e., those listed in the job description) rather than by how their work outputs compare to other staff members in the same position.

Promotion and Transfer

Managers want their employees to be successful. To accomplish this, it is often helpful to promote employees to the position for which they are best suited or to transfer them to other jobs for which they are better suited. Promotions and transfers require a manager to compare the knowledge, skills and abilities needed for the new job with those the employee currently possesses.

By making such a comparison based on the attributes identified in a current job description for the position being considered with those that the employee currently possesses, Club Managers can make better decisions about who to promote or transfer. Also, further training goals are identified; an employee whose professional development program focuses on a higher-level (or different) position must learn the knowledge and skills required for the new position.

Performance and Compensation Evaluation

We have reviewed the role that job descriptions should play in determining which staff members should receive compensation increases. Job descriptions can also help to determine the value of each job to a club.

Consider the decisions that a Club Manager must make about compensation. Should pay decisions be based on past practices and today's competitive marketplace for employees or on

some other factors? Much depends upon how the club wants to be seen in the job marketplace (i.e., highest, lowest or “average” wages). Regardless of the strategy, the manager still must decide the worth of each job relative to every other job at the club.

Comparing the duties, responsibilities and working conditions of each job to every other job is the best method managers have for determining “who should be paid what.” Information that can form the foundation for job comparisons is found in job descriptions. Once objectively assessed, this internal study also represents the best justification that managers can use to answer employees’ questions about pay levels.

FMLA, ADA and Worker’s Compensation

Job descriptions can also be used in situations where an employee has a health condition that requires certification by their health care provider to grant the employee benefits and/or protection under certain federal and state laws. By providing health care providers with the employee’s job description, they can make an informed decision when evaluating the employee’s current health condition. The signed job description can be provided, but it should be reviewed to ensure that all areas are current and still apply.

The Family Medical Leave Act of 1993 (FMLA) allows employers to require a Certification of Health Care Provider for Employee’s Serious Health Condition to reasonably determine whether the FMLA may apply to the leave request. The US Department of Labor Wage and Hour Division (WHD) provides a sample Certification of Health Care Provider for Employee’s Serious Health Condition form (form WH-380-E) that asks the employer to list the employee’s job title and essential job functions or to attach a job description.

Similarly, when an employee with a disability discloses a health condition or impairment or requests a reasonable job accommodation under the Americans with Disability Act (ADA), a job description should be attached to the accommodation medical certification request sent to the employee’s health care provider.

If a job applicant is an individual with a disability under the ADA, an employer should review the appropriate job description to determine whether the applicant can perform the essential job functions with or without an accommodation.

Job descriptions can be used in the same way with occupational injury situations when the health care provider is determining whether return to work or modified duty applies. Often, if the employee is unable to return to the current position, he or she can perform other functions that can be easily accommodated with a temporary placement in a different position. This can be done by reviewing the job descriptions of the position being considered.

Health care providers often provide return to work or temporary leave notices to their patients without knowing the requirements and tasks of their patients’ jobs. By sharing employees’ job descriptions with their health care providers, the latter can make informed decisions on work status, perhaps even granting an active work status with certain exclusions.

A section on the physical demands and the work environment should be included in every job description complete with detailed physical demands and environmental factors. This will be

discussed more fully in Part II: Writing Job Descriptions.

PART II: Writing Job Descriptions

This publication contains job descriptions for many club positions. However, these descriptions are generic: a Club Manager, in his or her unique and specific situation, will not likely be able to use them exactly as worded. Therefore, the job descriptions included here should only be used as a guide because they do not represent “the final word” about how positions should be described in every club. To meet the club’s needs, club managers need to know how – and should be afforded the flexibility – to modify the job descriptions provided.

Components of Job Descriptions

Figure 2 shows the sample job description format used to present most job descriptions contained in this resource.

Figure 2. Job Description Format

I.	Job Title/Position
II.	Related Titles
III.	Reports To
IV.	Supervises
V.	Classification: exempt or non-exempt under the Fair Labor Standards Act (FLSA)
VI.	Education and/or Experience
VII.	Job Knowledge, Core Competencies and Expectations
VIII.	Job Summary (Essential Functions)
IX.	Job Tasks/Duties
X.	Licenses and Special Requirements
XI.	Physical Demands and Work Environment

Each section of a job description serves a specific purpose:

Job Title/Position

Each job description identifies a job using the job title (“Position”). The title for most of the positions relates to the organization chart for the “Large Country Club” found in the series of organizational charts in Part III. Unique yacht club positions are also identified in a separate organizational chart. Additionally, the job descriptions also provide, if applicable, some equivalent or related titles commonly used to describe both management and non-management positions.

Related Titles

Job titles differ from club-to-club depending on such factors as club tradition, the reporting structure and staff size.

Reports To

Job descriptions indicate the position title of the immediate supervisor for someone in this position.

Supervises

The title of any positions that an incumbent in the position typically supervises is shown.

Classification

Employees whose jobs are governed by the FLSA are either “exempt” or “nonexempt.” Nonexempt employees are entitled to overtime pay; exempt employees are not. Most employees covered by the FLSA are nonexempt. For most employees, exemption status depends on (a) how much they are paid, (b) how they are paid and (c) what kind of work they do. (In collecting job descriptions from contributing clubs for this resource it was noted that positions that were exempt at one club could very well be nonexempt at another. For this reason, we have left the job classification area blank so that clubs can use their own discretion in this area.)

Classification requirements are outlined in FLSA Regulations through the US Department of Labor. <http://www.dol.gov/>.

Some clubs may elect to include salary ranges in their job descriptions. Compensation and pay scale information differ according to the size and budget of the club; the region in which it is located, whether it is in a urban, suburban or rural area, etc. For industry information on salary ranges per position, please consult the current edition of the CMAA Compensation and Benefits Report.

Education and/or Experience

Includes diplomas, degrees, years of experience, field of experience and other qualifications.

Job Knowledge, Core Competencies and Expectations

Primary skills and behaviors required for successful employment. Personal qualifications judged necessary to adequately perform the tasks listed in a job descriptions can be provided in a separate organizational tool titled a “job specification.”

There are several reasons that the job descriptions included in this publication exclude job

specifications.

1. The Americans with Disabilities Act (ADA) requires that the essential functions of a job be defined and that applicants covered by the ADA be considered for the position even if other responsibilities (non-essential functions) must be combined into other jobs. As a result, it is very important for a club to designate the essential functions of each job in the job description. A great deal of thought regarding the specific operation and job is required to identify essential functions and define the personal qualifications necessary to perform the essential functions. Objective, measurable qualities such as years of experience or education – rather than subjective or attitudinal qualifications – are needed.
2. The local labor market influences the selection decision for many positions within a club. What might be considered “necessary” for a position in some areas may not be possible in other areas where there are few or no people meeting the stated qualifications.
3. The club’s specific performance standards must be considered. For example, the qualifications for an acceptable chef in one operation may differ significantly between clubs based on numerous factors such as menus, extent of catering and business volume, even though the tasks listed in both clubs’ job descriptions may be similar.
4. Although “expectations” may be indirectly task- or duty-related, they are generally qualities that the hospitality professional in the respective position is expected to embrace (e.g., politeness or cleanliness) or common industry-related requirements with which the employee is expected to comply. Examples of these expectations are listed on the previous page.

Job Summary (Essential Functions)

A primary purpose of a job description is to define or explain the job. This is accomplished in a job summary that is typically followed by a listing of job tasks and duties. A job summary highlights or summarizes the essential functions and responsibilities of the job. Anyone holding the position must be able to perform these functions and assume these responsibilities.

Job Tasks/Duties

Each job description also provides a list of work tasks that employees holding the job should be able to do. Typically, these work tasks begin with an “action” verb to indicate specific activities that an employee must complete.

Figure 3 lists effective action verbs for developing job descriptions. Taken in total, this section states specifically what is to be produced or accomplished by the employee holding the position.

One can list as many duties, responsibilities or tasks as necessary in a job description. However, it is best to keep statements about each duty very brief and to the point. For example, one may identify refuse removal tasks with a statement like, “Collects and empties all trash containers,” or “Before leaving work, checks to see that trash is carried out. If necessary, takes containers to the dumpster, empties them and returns them to their proper location.” The first, simpler version is probably adequate for most clubs.

Figure 3: Sample “Action” Verbs for Job Descriptions

<i>Acts</i>	<i>Consolidates</i>	<i>Executes</i>	<i>Meets</i>	<i>Requests</i>
<i>Administers</i>	<i>Consults</i>	<i>Exercises</i>	<i>Monitors</i>	<i>Researches</i>
<i>Administrates</i>	<i>Contrasts</i>	<i>Expedites</i>	<i>Negotiates</i>	<i>Resolves</i>
<i>Adopts</i>	<i>Controls</i>	<i>Explains</i>	<i>Notes</i>	<i>Responds</i>
<i>Advises</i>	<i>Coordinates</i>	<i>Facilitates</i>	<i>Notifies</i>	<i>Reviews</i>
<i>Allocates</i>	<i>Correlates</i>	<i>Files</i>	<i>Observes</i>	<i>Revises</i>
<i>Analyzes</i>	<i>Corresponds</i>	<i>Forecasts</i>	<i>Obtains</i>	<i>Safeguards</i>
<i>Anticipates</i>	<i>Counsels</i>	<i>Formulates</i>	<i>Offers</i>	<i>Schedules</i>
<i>Appoints</i>	<i>Counts</i>	<i>Furnishes</i>	<i>Operates</i>	<i>Secures</i>
<i>Appraises</i>	<i>Decides</i>	<i>Grades</i>	<i>Organizes</i>	<i>Selects</i>
<i>Approves</i>	<i>Defines</i>	<i>Guides</i>	<i>Oversees</i>	<i>Separates</i>
<i>Arranges</i>	<i>Delegates</i>	<i>Helps</i>	<i>Participates</i>	<i>Serves</i>
<i>Assembles</i>	<i>Demonstrates</i>	<i>Holds</i>	<i>Performs</i>	<i>Settles</i>
<i>Assesses</i>	<i>Designs</i>	<i>Identifies</i>	<i>Places</i>	<i>Signs</i>
<i>Assigns</i>	<i>Determines</i>	<i>Implements</i>	<i>Plans</i>	<i>Solves</i>
<i>Assists</i>	<i>Develops</i>	<i>Improves</i>	<i>Posts</i>	<i>Sorts</i>
<i>Assumes</i>	<i>Devises</i>	<i>Initiates</i>	<i>Practices</i>	<i>Specifies</i>
<i>Assures</i>	<i>Diagnoses</i>	<i>Inspects</i>	<i>Prepares</i>	<i>Stimulates</i>
<i>Audits</i>	<i>Directs</i>	<i>Instructs</i>	<i>Prescribes</i>	<i>Studies</i>
<i>Authorizes</i>	<i>Disciplines</i>	<i>Interfaces</i>	<i>Proceeds</i>	<i>Submits</i>
<i>Builds</i>	<i>Discusses</i>	<i>Interprets</i>	<i>Processes</i>	<i>Suggests</i>
<i>Calculates</i>	<i>Disposes</i>	<i>Interviews</i>	<i>Promotes</i>	<i>Summarizes</i>
<i>Chooses</i>	<i>Disseminates</i>	<i>Inventories</i>	<i>Proposes</i>	<i>Supervises</i>
<i>Classifies</i>	<i>Distributes</i>	<i>Investigates</i>	<i>Provides</i>	<i>Supplies</i>
<i>Clears</i>	<i>Documents</i>	<i>Issues</i>	<i>Purchases</i>	<i>Tabulates</i>
<i>Collaborates</i>	<i>Drafts</i>	<i>Joins</i>	<i>Ranks</i>	<i>Teaches</i>
<i>Collects</i>	<i>Duplicates</i>	<i>Leads</i>	<i>Rates</i>	<i>Tests</i>
<i>Compares</i>	<i>Endorses</i>	<i>Lists</i>	<i>Recommends</i>	<i>Tracks</i>
<i>Compiles</i>	<i>Enforces</i>	<i>Maintains</i>	<i>Reconciles</i>	<i>Trains</i>
<i>Composes</i>	<i>Ensures</i>	<i>Makes</i>	<i>Records</i>	<i>Transcribes</i>
<i>Computes</i>	<i>Establishes</i>	<i>Manages</i>	<i>Regulates</i>	<i>Translates</i>
<i>Concurs</i>	<i>Estimates</i>	<i>Matches</i>	<i>Replenishes</i>	<i>Updates</i>
<i>Conducts</i>	<i>Evaluates</i>	<i>Measures</i>	<i>Reports</i>	<i>Verifies</i>
<i>Confers</i>	<i>Examines</i>	<i>Mediates</i>	<i>Represents</i>	<i>Weighs</i>

Licenses and Special Requirements

One of the most common licenses required is a valid driver license. A motor vehicles report clear of citations should also be required for valets and employees who drive club or personal vehicles for business. The US Department of Transportation – under The Omnibus Transportation Employee Testing Act of 1991 – requires a Department of Transportation (DOT) physical examination by a medical examiner and drug and alcohol testing for employees who drive others as part of their job. Clubs should check with their state department of transportation for regulations.

Below are some examples of positions that may require licenses or certifications by your state and other special requirements that Club Managers may feel necessary for specific positions:

- Certified Public Accountant (CPA) and Certified Hospitality Accountant Executive (CHAE) for Accounting.
- Professional in Human Resources (PHR) for Human Resources.
- Certified Hospitality Technology Professional (CHTP) for Technology.
- EPA-certified A/C and Refrigeration Technician or North American Technician Excellence (NATE) for heating, ventilation and air conditioning (HVAC) for certain maintenance positions.
- National Restaurant Association (NRA) ServSafe certification, state food safety certification, or other applicable food handling card for food and beverage positions.
- Some areas require that bartenders and serving staff hold state-approved alcohol server licenses. The Professional Server Certification Corp. (PSCC) and other organizations offer training and certification to bartenders and wait staff personnel.
- State pesticide applicator license for Golf Course Management and Chemical Spray Technicians.
- State board licenses for fitness trainers, massage therapists, cosmetologists and aestheticians.
- Real estate license for certain marketing positions or Community Association Manager (CAM) designation for managing a residential club community's Home Owners Association (HOA).
- Notary Public bond and seal.
- PGA of America classification for Director of Golf and Head Golf Professional.
- Memberships with industry organizations may be required of certain positions.

State and local laws should be checked for exact licensing and certification requirements.

Although the listing of any required license or special requirements in job descriptions is not required, it provides the job applicant or employee with important information about the requirements and expectations of the job in the early stages of the employment process.

Managers should develop job specifications by carefully considering the appropriate job descriptions and then establishing applicable job qualifications based on standards believed to be legal and reasonable. Special attention should be paid to meeting the legal requirements of the ADA. As with other human resources documents, review by a qualified attorney is highly recommended.

Position Expectations

There are numerous expectations that club managers likely have for employees in many different positions. They are often related less to specific positions than they are to basic job expectations related to interpersonal skills and basic work ethics.

Managers may wish to include applicable expectations in job descriptions or address them separately in job specifications or even in club policies. For these reasons, they have been excluded from the job descriptions in this manual.

The following are examples of these expectations:

- Maintains neat and professional appearance and observes personal cleanliness rules at all times.

- Self-motivated.
- Member-and guest-service oriented.
- Acts professionally and displays a positive attitude.
- Must be courteous to others and tactful towards members, guests, supervisors and co-workers.
- Demonstrates a willingness to help others.
- Acts ethically at all times.
- Works well with others as a team member and helps co-workers as needed.
- Is creative and looks for areas that need improvement.
- Must be aware of and follow safety practices applicable to the job.
- Reliable and predictable attendance at work.
- Wears a clean and pressed uniform.
- Has educational and work history reference list available upon request.
- Must successfully complete position knowledge and/or skills test.
- Ability to lead and motivate others.
- Able to exercise good judgment under pressure.
- Can prioritize needs and effectively manage resources.
- Helps in other work areas during slow periods or as needed.
- Can work on several tasks under pressure.
- Is knowledgeable about and consistently follows policies and procedures in employee handbook.
- Must be able to work holidays, weekends and overtime as needed.

Physical Demands and Work Environment

Information in this section will indicate aspects of the job that can attract or deter job applicants, especially in the labor intensive positions. Conversely, some administrative positions will require minimal physical exertion but may present risks such as carpal tunnel syndrome, eye strain or lower back injury.

Physical requirements should be listed as carefully as possible including an estimate of the time or percentage of time spent on that particular activity. Below are some examples:

- Ability to often lift up to 50 pounds and to lift overhead and push/pull, move lighter objects.
- Must be able to frequently sit, stand, bend, use hands to finger, handle or feel; and talk or hear, stoop, kneel, crouch, crawl and walk.
- Ability to continuously stand and/or walk for eight (8) hours or more.
- Must be able to often perform tasks common to the position using a ladder at different heights.
- Specific vision abilities include close vision, distance vision, night vision, color and peripheral vision, depth perception and ability to adjust focus.

The work environment should also be addressed:

- The noise level in the work environment is usually moderate.

- May be occasionally exposed to moving mechanical parts, fumes or airborne particles and risks of electrical shock.
- May be often exposed to varying weather conditions.
- May be exposed to desert wildlife such as snakes, scorpions, spiders and bobcats.

When attached to health certifications for FMLA, ADA or occupational injuries or illnesses, information about physical demands and the work environment can be extremely valuable to health care professionals in determining work status, modified duties, accommodations or protection under federal or state laws.

Resources for Developing Job Descriptions

Numerous kinds of information are useful for writing job descriptions. When developing a job description for a specific club, knowledge about the following is typically helpful:

- Job activities (actual work tasks) performed;
- Job context (entire range of tasks covered by the job);
- Personal requirements;
- Human behaviors required;
- Tools, equipment and other work resources that must be used; and
- Performance standards required.

The type of specific information needed for writing a job description typically depends on the amount of time available and the budget, if any, allocated for the effort.

Collecting Job Description Information

Several methods of collecting information to develop job descriptions are available and widely used. Some are more useful for specific purposes. Jobs in clubs vary considerably from front-of-the-house to back-of-the-house and from club to club. Therefore, it is likely that managers will use several different methods of data collection. Several popular methods – along with potential advantages and disadvantages of each – are discussed below.

Who Collects Job Description Information?

Deciding who should collect information about each job depends on the purpose of the job description as well as the time constraints and budget allowed for data collection. For example, if one intends to design job descriptions that will withstand close scrutiny by the Equal Employment Opportunity Commission (EEOC), one should enlist the services of a trained legal or human resources professional.

There are two primary reasons that a third-party, outside analyst would be better-suited to analyze job qualifications: (1) This external observer can often be more objective about the positions analyzed and (2) this objectivity is often an important qualification when presenting unusual or particular job specifications to the EEOC. A disadvantage of using an outside consultant is the individual's relative unfamiliarity with the requirements of the job being analyzed. Many times, however, this disadvantage is insignificant and actually affords the third-party consultants greater objectivity.

There are also advantages to recruiting current or past supervisors or current employees to collect job description information, as these individuals often have the most insight into what actually occurs “on-the-job.” As a result, their analyses may include the subtleties of tasks and skills that other observers may miss. But while analysis by these individuals is usually cost-effective, the opportunity for bias is more prevalent. Also, a potential problem associated with using current employees is that these employees may fail to report certain job responsibilities so that the employees themselves will not be required to perform such duties when new job descriptions are written.

Using former supervisors provides an opportunity to avoid the personal or job-related bias that is, as noted, sometimes evident in analyses performed by persons currently close to the job. Since the former supervisor is no longer responsible for promotions, performance appraisals and disciplinary actions in the unit, he or she may be less susceptible to personal issues that might otherwise cloud the judgment of other observers or negatively impact the collection or analysis of information.

Observation

The simplest and least expensive method of collecting information for job descriptions involves observation. Club Managers or supervisors should simply watch employees at work and make detailed notes about behaviors and tasks performed. Hopefully, managers can observe several different employees working different shifts in order to note any variances based on the time it takes for different individuals to perform the same tasks.

While this approach is a relatively simple way to collect information, there are several potential problems. For instance, it is often difficult to observe “normal” employee work performance, as employees typically perform better when being monitored. Other problems associated with this observation method of data collection include bias on the part of the observer toward specific employees, the difficulty of observing work unobtrusively (without getting in the way), determining which employees to observe (i.e., the “best,” the “worst” or the “average” staff members) and observing work that is not task-oriented.

Typically, observation is not very helpful in compiling managerial job analysis information because much of a manager’s time is spent on thinking and decision-making activities that are difficult to observe.

When using the observation method, managers should watch several employees to assess an “average” of the type and quality of work performed. The method is often improved when the manager or supervisor collecting the information actually performs the job to get a more intimate sense of the work required.

Employee Interviews

Another popular method of compiling information used in job descriptions involves interviewing the employees who actually do the job. There is strong justification for this method. After all, who knows the work better than the employees who do it? However, the employee’s own bias can complicate this method. For instance, it is natural for people to overstate the importance of both the qualifications for the job and the work that is done. In addition, many people

subconsciously try to give an interviewer the answers they think he or she wants to hear.

The difficulties associated with each of these issues can be minimized by being aware of these potential problems and by carefully interviewing several employees.

Questionnaires and Checklists

Employees can use questionnaires and checklists to rate the work that they do according to a pre-determined scale. Scales are generally designed to evaluate the degree of difficulty, frequency, importance and relationship to other jobs inherent in a given position. Ratings can provide a useful method of quantifying the jobs if the questionnaire or checklist is completed by a large group of employees performing the same jobs.

Critical Incidents

Another important aspect of data collection involves capturing actual events that occur. A list of these so-called “critical incidents” might include something such as:

On June 27, Mr. Jones, a valet, observed a guest fretting over how to get to his car from a parking lot several hundred yards away in a strong rain. Without hesitation, Mr. Jones provided the guest with Mr. Jones’ own umbrella.

A list of these and other critical incidents help establish various actual requirements and duties for a given position. One disadvantage of this method is that a considerable amount of time is required to compile a significant number of critical incidents necessary to form a complete picture of the job. Another disadvantage is the tendency of most observers to note primarily negative incidents that are then used at the time of performance appraisal. However, this method also has a significant advantage: It is an excellent method to aid in the development of training materials that show employees how to perform tasks or respond to unique situations.

Diaries

The method can be very cost-effective and comprehensive. It can also encourage employees to think more specifically about the work that they do – an activity that may, in turn, improve their job performance. Employees should maintain a diary or daily log of their job-related activities over a specific period of time. This method, however, also requires a substantial amount of the employees’ time. Significant time may also be required to read, analyze and evaluate the journals. Other problems include: (1) Employees may try to bias their supervisors’ opinions of them by recording activities that did not take place or (2) some employees may not read or write well enough to keep a diary.

Using This Resource

To develop job descriptions applicable to your club, you must first know everything about the job being described. The data collection methods described previously will be helpful.

Revising an existing job description

The first step is to select the job descriptions in this resource that are most like the position you are analyzing. Then review the sample organizational charts in Part III for positions within your type of club (i.e., city club, small country club, large country club or yacht club). This will help you to see where the position fits into the organization chart, and then you will know the context

for which it was developed.

You should next carefully read the sample description that you selected for a given position. Modify it for your club section by section, asking yourself questions such as:

- Is each task applicable to my club?
- Is each task important for my club?
- How exactly do we accomplish each task?
- Is this task done by people in one position, or is it shared among several positions?
- Are there other activities, tasks or duties that an incumbent working in the position at my club must perform?
- Is the job description the best that it can be for my club?

You will likely find that your existing job descriptions, if available, are excellent development tools for new or modified descriptions. For example, you may wish to “match” an existing description with a generic one in this publication. Then you can compare your existing description to the generic one or delete outdated information. You can also add relevant new information gained from data collection and study of the job descriptions provided.

Developing a new job description

Club Managers developing a job description “from scratch” should go through several preliminary steps:

Step 1: Select the jobs for analysis. A manager should not attempt to develop job descriptions for all jobs at the same time. Jobs should be selected for review on a rotating basis or because of a change in the job due to external factors that influence how work is done (laws, for example), changes in seasons, competition, technology or employees.

Step 2: Determine what kind of information will be gathered. This could include actual work activities, tools and equipment used, the job context (i.e., how it relates to other jobs), personal characteristics of the “perfect” position incumbent, behavioral characteristics of the job holder and performance standards for job completion.

Step 3: Determine how to collect the information. As noted above, data can be collected through observation, interviews, questionnaires, checklists, critical incident lists, performance evaluations or employee diaries.

Step 4: Determine who should collect the information. As stated earlier, the current supervisor can collect information to be used in creating new job descriptions, as can past supervisors, current employees, a job-analysis team or even outside consultants. Each method has advantages and disadvantages.

Step 5: Process the information. This is perhaps the most time-consuming part of creating or re-writing job descriptions. Managers can easily find themselves surrounded by a significant amount of information that seemingly has little or no connection to the job.

Step 6: Construct the job description(s).

Step 7: Clarify the job specifications. Ask another manager to read and critique the document and edit and check it carefully for word processing, grammatical and formatting errors.

Because the private club industry includes numerous clubs of various sizes, the job descriptions

in this publication have been developed generically for relatively large clubs to allow for more flexibility in adaptation and construction of descriptions. Each is developed around a narrow, focused range of details.

For example, you will note separate descriptions for culinary positions such as a Garde Manger Chef, Sous Chef and Assistant Cook. Small clubs will not likely have such specialized positions. Instead, tasks may be combined so that a position incumbent performs many of the tasks that are separated in the sample job descriptions provided here. As this occurs, you will need to combine tasks from several job descriptions to develop a description specific to your club.

There are several options to consider when choosing who will be responsible for developing job descriptions for your club:

- collaboration of managers and employees;
- developed by employees;
- developed as a result of job analysis;
- developed by managers;
- developed by an employee team; and
- developed by other means.

Many clubs use a combination of these development alternatives as job descriptions are written, updated or re-evaluated. Updating job descriptions whenever necessary due to changes in employees, job titles or operational issues is by far the most common approach used by Club Managers to keep them current.

Special Considerations

You should consider several factors when composing job descriptions:

- List job tasks in a logical order. If a definite work sequence exists, note duties in chronological order. Alternatively, list tasks according to importance.
- Quantitative measures should be included when applicable (Example: “Pushes hand truck loaded with up to 100 pounds of food supplies.”)
- Delay statements of qualifications (job specifications) until the job description is complete.
- Avoid terms that might make the description obsolete when equipment changes occur. (Example: “Operates dishwasher” not “operates Hobart dishwasher.”)
- The percentage of time spent on each activity may be important. Job tasks described by words such as “periodic,” “occasional” and “regular” should be clearly defined.

Legal Considerations

Job descriptions can become very important to a club if it must defend itself from legal claims. Whether a club is defending itself in court or before an administrative agency such as the EEOC or the Department of Labor, if a question arises about an employee’s job performance or position, the employee’s job description will become a central document. It will be reviewed in detail by the court and/or the agency investigators. For example, if an employee is terminated for poor performance and he or she claims some form of discrimination or wrongful discharge, the employee’s job description and past performance evaluations are direct evidence of (1) what was required of the employee in terms of job performance and (2) how the employee met or did not

meet those particular requirements. Club Managers should take the appropriate time necessary to develop job descriptions (and conduct employee evaluations) with this potential in mind. In the legal arena, well-written job descriptions will help employers, while poorly written job descriptions may hurt them.

Drug Testing

Drug testing is generally regulated by state law, and different states have different rules. Employers should be familiar with their state's particular drug testing laws.

Most states allow for pre-employment drug testing and – where this is permissible – many employers conduct pre-employment drug tests on all their applicants regardless of the position the individual is seeking. In some states, random drug testing and post-accident drug testing are not permitted. The reason for this distinction in some states is the notion that applicants need fewer protections in this area as they seek to find a job, and employers should have the right not to hire someone who is using drugs.

If an applicant fails a drug test, that individual is not hired. If a current employee fails a drug test, many employers would automatically terminate that individual; however, some employers provide employee assistance programs or provide a second chance along with the requirement to seek and complete a regimen of treatment. Since this action is considered a policy or rule, if an individual violates that policy or rule, they receive the consequence set out in the employer's policy. Club Managers should consult with an attorney as they consider any drug testing policy or requirement.

English Fluency

Generally, a fluency requirement is permissible only if required for the effective performance of the position for which it is imposed. Because the degree of fluency that may be lawfully required varies from one position to the next, employers should avoid fluency requirements that apply uniformly to a broad range of dissimilar positions.

As with a foreign accent, an individual's lack of proficiency in English may interfere with job performance in some circumstances, but not in others. For example, an individual who is sufficiently proficient in spoken English to qualify as a cashier at a club snack bar may lack the written language skills to perform a managerial position at the same club requiring the completion of detailed paperwork in English.

As illustrated below, the employer should not require a greater degree of fluency than is necessary for the relevant position:

Jorge, a Dominican national, applies for a server position with a club in a non-bilingual, English-speaking community. Jorge has very limited skill with spoken English. The Club Manager notifies him that he is not qualified for a food server position because his ability to effectively assist members and guests is limited. However, the Club Manager offers to consider him for a position in the storeroom. Under these circumstances, XYZ's decision to exclude Jorge from the server position does not violate Title VII.

The requirement to be fluent in English must match the specific functions of the position in question. In the club environment, an individual probably does not have to be fluent in English to perform some jobs – such as Groundskeeper – but probably does have to be fluent in English for other jobs – such as Food Server – assuming that the club’s membership is predominately English-speaking.

Whether English proficiency can be considered a “core competency” is, therefore, dependent on the particular job in question. Club Managers should consult with an attorney as they consider English fluency requirements for specific positions.

Government Regulations and Essential Functions

The employment provisions of the Americans with Disabilities Act (ADA) went into effect in 1990 and were amended with the Americans with Disabilities Act Amendments of 2008 and Revised ADA Regulations Implementing Title II and Title III Revisions of 2010.

The Americans with Disabilities Act Amendments Act of 2008 (“ADA Amendments Act” or “Act”) emphasizes that the definition of disability should be construed in favor of broad coverage of individuals to the maximum extent permitted by the terms of the ADA and generally shall not require extensive analysis.

The Act makes important changes to the definition of the term “disability” by rejecting the holdings in several Supreme Court decisions and portions of EEOC’s ADA regulations. The effect of these changes makes it easier for an individual seeking protection under the ADA to establish that he or she has a disability within the meaning of the ADA.

Job descriptions of covered organizations are required to reflect this revised ADA language. Title I of the ADA extends the scope of Title VII of the Civil Rights Act of 1964 and the subsequent Pregnancy Act of 1978, which promotes fair treatment in employment for every person regardless of race, color, religion, national origin and sex and prohibits sex discrimination on the basis of pregnancy. Title I extends this protection to include fair treatment in employment for persons with disabilities. The ADA bans discrimination against qualified individuals with disabilities in hiring, promotion, discharge, compensation, training and all other terms and conditions of employment.

Title I of ADA is designed to protect the qualified individual with a disability, defined as: “an individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such an individual holds or desires.” The recently enacted ADA Amendments Act (ADAAA) greatly expands the definition of who qualifies as disabled under the law.

In addition, the Genetic Information Nondiscrimination Act of 2008 (GINA) makes it illegal to discriminate against employees or applicants because of genetic information. Genetic information includes information about an individual's genetic tests and the genetic tests of an individual's family members as well as information about any disease, disorder or condition of an individual’s family members (i.e., an individual’s family medical history). The law also makes it illegal to retaliate against a person because the person complained about discrimination, filed a charge of discrimination or participated in an employment discrimination investigation or lawsuit.

The ADA compels employers to accommodate qualified individuals with disabilities in performing the “essential functions” of the job. To facilitate compliance with the ADA, employers may identify and document, in advance of advertising for a position, those job functions that are essential and those that are marginal and could be reassigned. Employers must justify why selected functions are considered essential. In its published guidelines, the EEOC cites three primary reasons for designating a function as essential:

1. The reason the position exists is to perform that function.
2. A limited number of employees are available among whom the performance function can be distributed.
3. The function of that job may be highly specialized so that the incumbent in the position is hired for his or her expertise or ability to perform the particular function.

In justifying why a specific job function is essential, employers can cite the amount of time spent performing the function, the consequences of not requiring the person to perform the function, the terms of a collective bargaining agreement and the work experience of past or current employees in similar jobs.

Job Descriptions in a Unionized Workforce

If a workforce is represented by a labor union, special considerations apply. First, the union may want input into job descriptions, or they may resist any formal job descriptions if the union feels they are inconsistent with the labor contract. Unless the applicable labor contract provides management with the right to establish job requirements through a “Management Rights” provision, a union may protest. Generally speaking, it is a good idea to have the union’s cooperation in this process. Through a reasonable discussion with the union representatives, an employer is typically able to accomplish the desired goals.

Once a job description is in place in a unionized setting, union representatives may hold the employer to the terms of the descriptions as a division of the work. Accordingly, it is very important for these job descriptions to accurately and fully describe the work that is expected. If a union-represented employee is terminated for poor performance, for example, the union will certainly review the job description to determine whether it accurately describes the individual’s job duties and expectations. If there are inconsistencies or inaccuracies, an employer will likely hear about them from the union representatives during the grievance/arbitration process. Accordingly, in a unionized environment it is important to (1) gain the union’s cooperation and trust in developing the job descriptions and (2) make sure the job descriptions are accurate.

The Next Step

Hopefully, you have learned about the importance of job descriptions and how they can help you to better manage your club. However, as a busy Club Manager, when do you and your staff find the time to develop job descriptions? While only you know the answer to this question, we do know an unacceptable answer: “I’ll develop job descriptions when I have time and when I get around to it.”

Establish a priority and a schedule. Perhaps you can develop one job description each week, five at a planning retreat or 10 during your scheduled supervisors’ training sessions. Make a

commitment to stay on schedule, and make your job description schedule a priority. The accurate job descriptions you are able to create and maintain will help you to manage more productively and your club to attain its goals.

One important suggestion: the sample job descriptions in this publication are a composite of those used by different clubs for specific positions. Your club may not have some positions or may have other positions (or, at least, different names for some positions). Therefore, you might benefit by reviewing two or more job descriptions as you develop a job description for one position at your club.

For example, a small club may employ a Membership Director who has job tasks/duties that are found within the job descriptions of Membership Director, Social Activities Manager, Communications Manager, Youth Activities Coordinator, Children's Program Associate and Card Room Attendant in this resource. The organization chart for Large Country Clubs can help you to navigate between the job descriptions in this manual.

The intention of this resource is to make the Club Manager's job easier by providing completed job descriptions. This eliminates the necessity of "starting from scratch" for each step in the process outlined above.

PART III: Job Descriptions

Accounting and Human Resources

Accounts Payable Clerk

Related Titles: Administrative Assistant; Controller; Accounts Payable Assistant

Reports to: Controller

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or equivalent (GED). Associate's degree in Accounting, Finance, Business or related field preferred or two years of accounts payable-related experience and/or training or equivalent combination of education and experience.
- Must have PC computer skills in Windows.

Job Knowledge, Core Competencies and Expectations

- Able to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.
- Basic knowledge to process documentation required to pay invoices.
- Ability to operate computer and other general office equipment.
- Familiarity with generally accepted accounting principles.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Maintain exact records of accounts payable. Reconcile accounts payable with invoices, purchase orders and expense reports. Process, write and issue all invoices and check requests for payments on accounts. Keep track daily of operating and capital account balances, process cash payroll and prepare payroll and cash deposits.

Job Tasks/Duties

- Collects and files invoices.
- Files payables until paid.
- Audits vendor invoices; assures that all invoices have been approved for payment by the appropriate manager.
- Posts invoices to proper accounts.
- Makes and records daily cash deposits.
- Prepares daily deposit from checks received by mail and club drop box.
- Processes all food and beverage and other invoices by attaching Purchase Orders when required and sends to appropriate managers for approval. Upon approval verifies coding and batch for Controller's approval; input for payment.
- Prepares and maintains weekly purchasing reports by departments.
- Audits inventories.
- Purchases and maintains office supplies.
- Prepares accurate weekly cash flow reports.
- Deposits all federal, state and municipal tax payments on a timely basis.
- Compiles and maintains credit applications for vendors.
- Balances petty cash and operating cash funds; reports deficiencies or surpluses to Controller.
- Processes check runs and cuts manual checks as required.
- Assists Controller in preparing month-end financial statements.
- Processes all bills for final payment; provides checks with supporting documentation for signing by Controller.
- Ensures that club policy on obtaining proper authorization signatures is followed.
- Manages all credit memos to assure that no incorrect charges are paid.

- Word processes reports.
- Assists with clerical work in the Accounting Department.
- Maintains vendor contact records.
- Maintains cash bank for authorized payments to caddies, members and others.
- Reconciles vendors' statements to assure that all invoices are accounted for.
- Interacts with department heads regarding credit memos and invoice problems.
- Maintains equipment contact files and warranty agreements.
- Maintains cellular phone program for all individuals on the system; researches areas for improvements and cost savings.
- Attends departmental and club training meetings.
- Completes other appropriate assignments made by the Controller.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand, and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Accounts Receivable Clerk

Related Titles: Administrative Assistant; Controller; Accounts Receivable Assistant; Accounts Receivable Specialist

Reports to: Controller

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or equivalent (GED).
- One-year certificate from college or technical school or three to six months related experience and/or training; or equivalent combination of education and experience may substitute.

Job Knowledge, Core Competencies and Expectations

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.
- Ability to operate computer and other general office equipment.
- Familiarity with generally accepted accounting principles.
- Knowledge and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Collect charges. Prepare and mail receivables. Reconcile and post payments received.

Job Tasks/Duties

- Maintains members' records and accounts.
- Collects all member charges.
- Posts charges to accounts from all club revenue centers.
- Prepares and mails member charges and statements and processes monthly billings.
- Receives and reconciles payments on accounts.
- Updates daily revenues.
- Prepares deposits and processes members' payments on their accounts.
- Advises Controller about delinquent member accounts and sends and posts delinquency notices.
- Responds to member billing inquiries.
- Coordinates the resolution of member disputes with the appropriate department head and the member.
- Processes member transfers and informs appropriate personnel of changes and additions.
- Prepares and posts suspended member lists.
- Audits point-of-sale charges and credit card sales.
- Audits banquet revenues with Banquet Event Orders.
- Audits other event and tournament revenues.
- Prepares tip reports for accounts payable.
- Reviews and files certificates of insurance.
- Performs miscellaneous office responsibilities.
- Maintains the following records:
 - member accounts;
 - accounts receivable trial balance; and
 - daily, weekly and monthly receivable deposits.
- Prints daily sales and other revenue reports as requested.
- Processes inter-club billing.
- Coordinates with managers on complimentary items.
- Processes credit book and gift certificates and reconciles with appropriate personnel.
- Assists with clerical work in the Accounting Department.

- Attends departmental and club training meetings.
- Completes other appropriate assignments made by the Controller.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Bookkeeper

Related Titles: Office Manager; Club Bookkeeper; Accounting Assistant

Reports to: Controller

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Associate's degree in accounting or business administration.
- Minimum of two years accounting or bookkeeping experience, including accounts payable, accounts receivable, payroll, general ledger and financial reports.

Job Knowledge, Core Competencies and Expectations

- Ability to operate computer and other general office equipment.
- Familiarity with generally accepted accounting principles.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Creates financial transactions and generates financial reports from that information. The creation of financial transactions includes posting information to accounting journals or accounting software from source documents as invoices to members and guests, cash receipts and supplier invoices. The bookkeeper also reconciles accounts to ensure their accuracy.

Job Tasks/Duties

- Maintains journals, checks registers, bank reconciliations, accounts receivable, accounts payable, inventories, general journal, payroll and personnel files, excise tax reports, depreciation accounts, and financial statements.
- Produces computer reports including accounts receivable, accounts payable, general ledger and monthly financial statements.
- Conduct periodic reconciliations of all accounts.
- Collects all cash and receipts from all cash registers.
- Prepares and makes bank deposits.
- Reconciles all bank statements.
- Manages the petty cash fund.
- Maintains an orderly accounting and filing system.
- Maintains the chart of accounts.
- Audits and pays all club bills and invoices after approval for payment.
- Maintains employees' time and attendance, absentee and leave records.
- Administers the billing and collection of membership dues.
- Prepares inventory worksheet and crosschecks prices paid with bid quotations and invoice prices.
- Prepares quarterly and annual tax reports and excise tax reports.
- Provides membership and financial management information for the Controller, General Manager, Board of Directors and committee chairpersons.
- Assists Controller on all matters related to computer applications, annual and special audits, insurance and employment records.
- Answers members' questions regarding billing.
- Maintains accurate records of vendor invoices.
- Assists in preparation of other accounting reports and helps Controller as necessary.
- Generates point-of-sale (POS) reports from revenue centers.
- Assists with membership vote tallies.
- Attends departmental and club training meetings.
- Completes other appropriate assignments made by the Controller.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Cashier

Related Titles: Receptionist

Reports to: Controller

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED.
- At least two years as a cashier in a restaurant or hospitality industry setting.

Job Knowledge, Core Competencies and Expectations

- Ability to calculate monetary exchanges and make change.
- Ability to operate point of sale system.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Collect payments for members' transactions.

Job Tasks/Duties

- Prepares daily cash balance sheet.
- Maintains and replenishes operating cash funds.
- Sorts and counts currency and coins.
- Balances operating cash fund.
- Post charges to members' accounts.
- Batches charges.
- Controls disbursement and collection of charge tickets and guest checks.
- Reconciles operating funds using double-entry bookkeeping method.
- Accounts for overages and shortages.
- Resolves customer complaints relating to charges and transactions.
- Take incoming phone calls from members, guests, managers, and staff and pages individuals over the club intercom.
- In some clubs, cashiers also:
 - post cash sales and charge sales to daily income reports;
 - assist accounts receivable clerk
 - perform accounts receivable responsibilities.
 - prepare bank deposits.
- Attends departmental and club training meetings.
- Completes other appropriate assignments made by the Controller.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Controller

Related Titles: Accountant; Comptroller; Director of Finance; Chief Financial Officer; Director of Financial Services

Reports to: General Manager

Supervises: Information Technology Manager; Bookkeeper; Accounts Receivable Clerk; Accounts Payable Clerk; Cashier; Payroll Clerk; Receiving and Storeroom Clerk

Classification:

Education and/or Experience

- Bachelor's degree from four-year college or university; Master's degree preferred with concentration in business or administration with accounting major or minor and coursework in financial analysis and auditing.
- Five to seven years of professional accounting experience with at least two of those years at the Controller level or equivalent in club operation.
- Experience supervising a staff/team of accountants and bookkeepers.
- Experience overseeing information technology operation preferred.

Job Knowledge, Core Competencies and Expectations

- Consistently monitors cash flows.
- Must be able to calculate figures and amounts for all bookkeeping, payroll, budgets, statistical analysis and probability statements.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations.
- Ability to analyze investment returns.
- Knowledge and understanding of retirement plans.
- Knowledge of pertinent federal and state employment laws and practices.
- Knowledge of and ability to perform required role during emergency situation.

Job Summary (Essential Functions)

Direct the financial operations of the club. Supervise the accounting functions and directly assist the General Manager on all strategic matters relating to budget management, cost-benefit analysis, forecasting needs and internal control. Develop policies to control and coordinate accounting, auditing, budgets, taxes and related activities and records; develop, establish and administer procedures and systems pertaining to financial matters. Prepare financial statements, forecasts and analyses for all administrative and managerial functions. Maintain all accounting records; develop, analyze and interpret statistical and accounting information. Evaluate operating results for costs, revenues, budgets, policies of operation, trends and increased profit possibilities. Serve as liaison to finance, insurance and pension committees. Supervise the staffing, scheduling, training and professional development of department members.

Job Tasks/Duties

- Formulates, receives and recommends policy proposals relating to accounting and auditing, the budget, revenue and cost control procedures, preparation and payment of payrolls, tax matters, compilation of statistics and office methods and procedures.
- Directs or prepares the monthly trial balance and resulting financial statements for the club, including the income statement, balance sheet and statement of changes in financial condition, along with required supporting schedules and other data necessary for financial reports and records.
- Manages and conducts internal auditing programs to help assure that records are accurately maintained and that established policies and practices are satisfactorily and consistently followed.
- Prepares operating budgets and financial forecasts in coordination with the various committees, departments and general manager; analyzes financial information, monitors budgeted versus actual expenditures and advises management about variances and their potential causes; recommends corrective actions to help assure that budget goals are met.

- Works with the club's external auditors to assure that procedures are consistent with club policies.
- Prepares and verifies reports made to agencies and trade and professional organizations for which dissemination is consistent with club policies.
- Directs, may participate in and verifies the taking of inventories for beverages, food, supplies, equipment, furnishings and other club assets.
- Verifies that all insurance records for club property are properly maintained.
- Reconciles monthly ledgers including receivables, payables, bank and other asset accounts, and wage accounts.
- Informs and advises other department heads about the financial aspects of their responsibilities.
- Prepares or supervises preparation of applicable federal, state and local tax returns.
- Prepares accounting reports as necessary and appropriate for dissemination to the board of directors, executive committee and other club committees.
- Monitors to assure that procedures for effective receiving and storeroom control are in place and consistently used.
- Selects, trains, supervises, schedules and evaluates accounting staff.
- Attends monthly board, finance committee and other meetings as required.
- Oversees member billing and collection procedures.
- Compiles, approves and maintains credit applications for vendors.
- Negotiates and administers employee benefits including health and life insurance, pension plans and workers' compensation; gathers information and assists the general manager in making decisions about employee benefit plans.
- Maintains fixed asset ledgers and prepares depreciation schedules for monthly entries.
- Manages assigned projects as they relate to the department and club's needs.
- Audits members and guests' charges; checks cash sheets to assure that all receipts for member's accounts have been posted.
- Audits all cash and charge expenditures.
- Safeguards all funds in bank accounts; assures that revenues are properly and correctly deposited and supervises the drawing of all checks.
- Establishes and maintains tournament accounting records and financial statements.
- Maintains investment program; invests all excess funds on a timely basis to provide better cash flow.
- Monitors collection of past due accounts, advises general manager and board when difficult situations may arise.
- Plans professional development and training activities for staff.
- Manages the issuing of membership certificates, recovers certificates from terminating members and conveys to new members; cancels and redeems certificates and makes appropriate collections and refunds.
- Interacts with the club's external accounting firm and its auditors as necessary.
- Monitors accounts receivable and takes action according to established club policies and procedures.
- Prepares a full report of the year's financial operations for presentation at the annual meeting.
- Works with the general manager and department heads to plan and manage capital budgets and cash flow statements.
- Manages, reviews, suggests and monitors changes in the automated financial management and accounting system.
- Reconciles bank statements.
- Maintains necessary procedures for confidentiality relating to club and employee issues.
- Negotiates and acquires property and casualty insurance to protect the club's assets.

Licenses and Special Requirements

- Certified Hospitality Accountant Executive (CHAE) recommended.
- Certified Public Accountant (CPA) license preferred.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Director of Human Resources

Related Titles: Personnel Manager (Administrator or Director)

Reports to: General Manager

Supervises: Human Resources Associate

Classification:

Education and/or Experience

- Minimum of bachelor's degree or equivalent in Human Resources, Personnel Management, Psychology, Education, Public Administration or Organizational Development.
- Specialized training in employment law, compensation, organizational planning and development, employee relations, training or labor relations preferred.
- Five to eight years of diversified experience in Human Resources positions, some of which should be in the hospitality industry.

Job Knowledge, Core Competencies and Expectations

- Broad knowledge and experience in employment law, compensation, organizational planning and development, employee relations, safety and training.
- Working knowledge of club policies and guidelines as outlined in the club's Employee Handbook and club by-laws and rules.
- Excellent written and oral communications skills.
- Demonstrated ability to interact effectively with the club's staff as well as serve successfully as a key participant on the executive management team.
- Serves as an Equal Employment Opportunity (EEO) specialist.
- Ability to work with a high level of confidentiality.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Assist club management staff with recruitment, selection and orientation of new staff members. Administer payroll records and assure that all applicable federal, state and local wage and hour, Worker's Compensation and related laws are consistently complied with. Coordinate risk management and safety programs. Implement data collection systems and processes and record wage and salary payments. Manage the club's health, retirement and other benefits programs. Conduct labor analyses, staff planning and other studies as requested.

Job Tasks/Duties

- Manages the club's personnel program; assists in the development and implementation of applicable policies and procedures; processes various labor staffing reports; coordinates software applications to generate required information.
- Develops and places recruitment ads and social media messages; plans recruitment strategies; screens applicants; processes all employment applications; checks applicant's references; makes hiring recommendations and coordinates necessary correspondence and forms.
- Conducts preliminary employment interview with applicants.
- Benchmarks the club's employee recruitment and selection processes with others in the industry and explores new strategies as appropriate.
- Ensures that new employees complete necessary employment forms and confirms that they are authorized to work in the United States.
- Provides general property orientation for new employees; assists in the development and implementation of inter-department orientation and training programs.
- Develops and maintains a library of training resources specifically designed for each position.
- Assists department heads in planning professional development and training programs for employees.
- Conducts and reviews wage and benefit surveys.
- Proposes employee benefits enhancements to the General Manager.
- Coordinates, monitors and suggests improvements for the club's employee performance appraisal system.

- Coordinates the development and publication of employee newsletter.
- Coordinates all employee record-keeping functions in accordance with federal and state requirements.
- Keeps current with laws and regulations relating to employees; assures compliance with these laws and regulations; advises club managers as necessary.
- Schedules and conducts club-wide employee safety meetings.
- Maintains OSHA-related logs and reports as required by law.
- Continually reviews and assists in updating the employee handbook and personnel-related policies; assists in the management of the club's progressive discipline program; maintains club policy manual.
- Manages the club's group insurance, unemployment and related benefits programs; communicates benefits information to staff.
- Undertakes special projects relating to job description and specification updates, performance appraisal improvements, wage and salary comparison surveys, long-range staff planning and other personnel issues.
- Coordinates transfer, promotion and layoff strategies within the club.
- Establishes employee motivation and retention programs.
- Organizes employee activities such as the holiday party and other outings as appropriate.
- Organizes employee recognition functions.
- Advises line managers about discipline, discharge and related employment matters.
- Interacts with General Manager and department heads to investigate employee violations of club policies and to recommend correction actions, if necessary.
- Interacts with club's attorney relative to personnel legal issues involving concerns about EEOC, harassment and lawsuits.
- Manages the club's educational and referral programs for alcohol and substance abuse.
- Develops forecasts of short- and long-term staffing needs.
- Administers the club's formal labor relations program with unionized employees.
- Creates and maintains organizational charts.
- Compiles and adheres to departmental budget; takes corrective actions as necessary to help assure that budget goals are met.
- Recruits, trains, supervises, schedules and evaluates HR Department.
- Works with payroll personnel to assure that all forms required of new employees are completed.
- Meets with Employee Relations Committee on regular, scheduled basis.
- Oversees all work-related injury claims to ensure integrity, ongoing case management and reporting compliance.
- Maintains employee bulletin boards.
- Assigns locks and lockers to employees.
- Maintains eligible driver report for all club vehicles.
- Attends management and staff meetings as scheduled.
- Develops personnel-related reports for the General Manager or department heads.
- Performs special projects as assigned by the General Manager.

Licenses and Special Requirements

- PHR (Professional in Human Resources) certification preferred or certificate from an HR Generalist Program.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Human Resources Associate

Related Titles: Personnel Assistant; Assistant Personal Director

Reports to: Director of Human Resources

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Bachelor's degree required.
- One to two years of general business or hospitality industry experience, preferable in a human resources office.

Job Knowledge, Core Competencies and Expectations

- General knowledge of applicable employment laws and practices.
- Prior experience in administration of benefits and HR programs preferred.
- Skills in database management, record keeping and filing.
- Effective oral and written communication skills.
- Excellent interpersonal skills.
- Able to exhibit a high level of confidentiality.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Assist the Director of Human Resources in administration, payroll, Worker's Compensation, employee data collection, processing and analysis.

Job Tasks/Duties

- Maintains club's personnel files.
- Assists with selected recruitment and selection activities.
- Prepares internal and external position vacancy advertisements and announcements, including social media ads, the club's website, club industry Internet job boards and college career services offices.
- Sorts and reviews résumés as they arrive. Manages the flow of paper applications and the recruiting e-mail inbox.
- Schedules interviews and may interview prospective applicants in the absence of the HR Director.
- Administers selection tests; and schedules meetings with prospective supervisors.
- Plans and conducts applicable club-wide training programs and benefits orientations.
- Processes enrollments, changes, and terminations of participants in all benefit plans and programs.
- Reconciles monthly billing statements against payroll deductions.
- Assists employees with any benefit claim issues or concerns.
- Administers the day-to-day transactions of the 401(k) plan.
- Distributes time sheets to temporary staffing agencies.
- Updates content on the human resources page of the club's website.
- Participates in developing department goals, objectives and systems.
- Assists in the development of the employee handbook and new personnel policies and procedures.
- Follows all standards required by all applicable federal, state and other laws and regulations, and files all compliance reports with the respective federal and state agencies.
- Participates in administrative staff meetings and attends other meetings and seminars as necessary.
- Completes special project tasks as assigned by the Director of Human Resources.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.

- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Information Technology Manager

Related Titles: Director of Information Technology; Information Technology Administrator

Reports to: Controller

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Bachelor's degree in Computer Science or related field.
- Minimum of eight years of experience gained through increasingly responsible management and technical positions within Informational Technology.
- Project management experience required.

Job Knowledge, Core Competencies and Expectations

- Must possess a strong technical base.
- Demonstrated management skills.
- Possesses knowledge of club's organizational structure, work flow, the club's processes and operating procedures.
- Superior interpersonal skills.
- Experience with resort/hotel property management systems a plus.
- Familiarity with workstation and database networking operations.
- Ensures confidentiality and reliability of club data and proprietary information.
- Knowledge and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Responsible for the installation and updating of the club's computer hardware and software and the maintenance and operation of its network infrastructure and website.

Job Tasks/Duties

- Maintains the various computer systems and software packages used by the club.
- Maintains the club's website and clubhouse cable system.
- Manages the transition from one computer system to a next generation system.
- Works with department heads to maintain and update the point-of-sale (POS) systems.
- Works with department heads to assess computer hardware and software requirements.
- Maintains the telephone system.
- Works with committees on computer, website and security access issues.
- Updates and maintains the accuracy of the public/nonmember side of the website.
- Meets with Controller and General Manager to formulate information technology strategies, communicate problems and solutions and share related information.
- Conducts basic computer training for employees.
- Documents all system processes, procedures and operations and maintains up-to-date system operations manuals.
- Prepares annual budget for information technology operations.
- Ensures that all data and programs are regularly backed-up.
- Performs preventive maintenance on computer hardware.
- Makes simple repairs on computer hardware or sends equipment out for repair.
- Serves as a "help desk" for Microsoft Office, Accounting software, and other applications.
- Troubleshoots application software malfunctions and deals with software company's technical support personnel to resolve malfunctions.
- Adds new users to Windows Server, Exchange Mail Server and Accounting software.
- Coordinates with software vendors to implement and integrate software modules.
- Assists Controller and other department heads with ad hoc MIS projects such as data extraction, data analysis and report writing.

- Attends internal department and staff meetings.
- Works with department heads to determine their Web needs and communicates the information to the membership.
- Maintains an updated system for network security including firewalls.
- Performs other appropriate tasks as assigned by the Controller.

Licenses and Special Permits

- Certified Hospitality Technology Professional.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Payroll Clerk

Related Titles: Payroll Specialist

Reports to: Controller

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or equivalent (GED). Associate's degree in Accounting, Finance, Business or related field preferred.
- Two years of payroll-related experience and/or training or equivalent combination of education and experience.

Job Knowledge, Core Competencies and Expectations

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
- Experience processing payroll using ADP [or other applicable program per club].
- Ability to work with general office equipment such as a personal computer and keyboard and photocopier.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Maintain all information applicable to employee payroll. Compile payroll information. Compute payroll for all staff members as approved by supervisors.

Job Tasks/Duties

- Maintains payroll records.
- Produces computerized payroll reports.
- Coordinates with human resources on new hire paperwork and employee benefits deductions.
- Maintains time and attendance, absences, leaves, vacation, and sick leave reports.
- Prepares payroll and all payroll-related tax returns and reports.
- Collects time cards and other pay vouchers from all departments.
- Prepares all payroll-related journal entries.
- Totals or verifies total hours worked by each employee.
- Maintains accurate records of pay rates for all employees.
- Computes gross pay for all employees.
- Reconciles tipped employees' gratuity reports and posts to payroll files.
- Deducts appropriate local, state and federal taxes and other deductions from gross pay.
- Reduces gross pay for each employee for insurance, retirement and other benefits.
- Reconciles monthly insurance statements; prepares journal entries; and forwards billing to accounts payable for payment.
- Processes garnishment paperwork and updates employee files for payroll.
- Calculates Workers' Compensation distributions and processes billings.
- Computes net pay.
- Mails payroll checks to employees, if necessary.
- Prepares all appropriate tax forms and deposits required for submission with payroll.
- Generates and mails Federal Form 1099 to employees.
- Maintains pension records and prepares 401(k) spreadsheets and distributions.
- Prepares monthly vacation accrual report.
- Prepares bi-weekly/monthly overtime report.
- Prepares monthly headcount report with assistance of the membership and food and beverage departments.
- Attends departmental and club training meetings.
- Updates management on current payroll and personnel issues.

- Notifies terminated employees about COBRA rights; sends letter by certified mail within 14 days of termination.
- Assists Controller with year-end bonus calculations and quarterly reporting.
- Assists applicable staff with information about anniversary, insurance, and 401K enrollment dates.
- Processes billings and maintains records for medical, dental and group insurance coverage.
- Cross-trains with and acts as back-up for accounts receivable, payable and human resources as needed.
- Completes other appropriate assignments made by the Controller.

Licenses and Special Requirements

Physical Demands and Workplace Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Receiving and Storeroom Clerk

Related Titles: Receiving Clerk; Storeroom Manager; Storekeeper

Reports to: Controller

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma, GED or some high school required.
- Hospitality industry experience preferred.

Job Knowledge, Core Competencies and Expectations

- Knowledge of procedures to receive, store and issue products from inventory.
- Knowledge of and ability to perform required role during emergency.

Job Summary (Essential Functions)

Receive, unpack, inspect, verify, store and maintain all purchases. Keep records and compile stock reports. Prepare items for shipment.

Job Tasks/Duties

- Receives supplies.
- Checks supplies into the storeroom when delivered.
- Obtains supplies from delivery area.
- Opens packaged goods to inspect condition of contents.
- Checks goods against and assures that quality requirements in purchase specifications are met before accepting delivery.
- Stores purchased goods properly.
- Issues goods according to requisitions.
- Assists with inventory counts.
- Keeps walk-in, freezer and storeroom areas organized, clean and in proper repair and condition.
- Keeps records of food coming in and going out.
- Rotates stock.
- Transports foods, beverages, supplies and other items to areas of use.
- Assures that all storage areas are locked according to club policies.
- Dates, marks cost information on and properly places all incoming products into proper storage locations.
- Maintains receiving and storeroom equipment in proper condition.
- Participates in departmental and club training meetings.
- Completes other appropriate assignments made by the Controller.

Licenses and Special Requirements

- Food handler's permit.

Physical Demands and Work Environment

- Must be able to handle hot and cold interior and outdoor conditions.
- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Athletic Department

Athletic Director

Related Titles: Director of Athletics

Reports to: General Manager

Supervises: Swimming Pool Manager, Fitness and Spa Assistant Director, Bowling Manager and Locker Room Manager

Classification:

Education and/or Experience

- Bachelor's degree in Physical Education, Sports or Recreational Management or Sports Marketing preferred.
- Minimum three years of private club experience as spa and/or health and fitness manager.
- Knowledge of and ability to perform required role in emergency situations.

Job Knowledge, Core Competencies and Expectations

- Proficient in large recreation operation including budgeting, planning and governance.
- Comprehensive knowledge of spa treatments and services.
- Familiarity with fitness facility operations.
- Able to conduct fitness assessments.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Manage all club athletic facilities and management-level personnel. Promote an exceptional club member sports experience and provide creative services and programs for all members and guests.

Job Tasks/Duties

- Responsible for fitness testing and health screening to properly assess the health status of guests.
- Initiates community-wide presentations about fitness, wellness and health-related topics.
- Accounts for member charges, locker rental records, payroll information, maintenance and engineering work.
- Selects, trains, supervises, schedules and evaluates management staff in the athletic department.
- Oversees the retail sales operation of the Athletic Department.
- Coordinates the purchase of departmental supplies and merchandise for resale.
- Oversees facilities and equipment to ensure safety, cleanliness and good working order.
- Ensures that all applicable daily reports are completed correctly, and approves/reviews outgoing communications and contracts when necessary.
- Inspects locker areas and maintains supply of towels.
- Contributes articles for club's newsletter and website.
- Assists departmental management staff in implementing club policies, goals, operating procedures and standards.
- Oversees all operational policies, procedures, controls and fee structures to ensure the safekeeping of assets, inventory and resources.
- Attends management meetings; conducts staff meetings.
- Plans all programs according to monthly and yearly calendar.
- Pursues continuous development and education for himself or herself and for subordinates to enhance image, quality and offerings of the department.
- Prepares and monitors operating and capital budgets; takes corrective action as necessary to help assure that budget goals are attained.
- Completes appropriate assignments made by the General Manager.

Licenses and Special Requirements

- Membership in or certification from the National Association of Club Athletic Directors (NACAD).
- Membership in The American College of Sports Medicine (ACSM) or the National Academy of Sports Medicine (NASM) and/or National Strength and Conditioning Association (NSCA) desirable but not mandatory.

Physical Demands and Work Environment

- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch.
- Continuous repetitive motions.
- Physical exertion over long periods of time.
- Work in hot and humid environment.
- Push, pull and lift 50 pounds.

Bowling Manager

Related Title: Bowling Center Manager

Reports to: Athletic Director

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High school education or GED.
- Experience in the management and operation of a bowling center.

Job Knowledge, Core Competencies and Expectations

- Extensive knowledge of bowling, bowling machinery and facilities.
- Ability to evaluate, design and implement bowling and recreational programs.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Manage the club's entire bowling operation.

Job Tasks/Duties

- Oils, cleans and adjusts pin setters.
- Strips lanes every two weeks.
- Oils lanes before every league and on Saturdays and Sundays.
- Cleans gutters, etc.
- Repairs lanes.
- Resolves mechanical problems and performs routine maintenance.
- Maintains an average (nine games) for each member.
- Tracks usage and participation rates by members, families and guests.
- Supervises all leagues.
- Maintains all league records:
 - verifies standings;
 - determines averages;
 - prepares sheets;
 - handles jackpots;
 - sends records to American Bowling Congress (ABC);
 - enrolls all member bowlers in ABC; and
 - ensures records (i.e., scores and games) are accessible for every week bowled.
- Coordinates interclub teams:
 - establishes teams;
 - keeps and posts line-ups and results on blackboards; and
 - promotes sign-ups.
- Keeps records of lockers and keys.
- Maintains supplies (which must be visible, yet secured with locks).
- Maintains ball cleaners and polishers.
- Gives instruction when needed or requested.
- Promotes and markets all leagues, open bowling and private party opportunities.
- Works within the budget and other guidelines as established by the Athletic Director and the Bowling Committee.
- Charges appropriate fees related to bowling and distributes prizes and prize money.
- Handles monetary transactions, maintains records, and deposits monies according to the club's policies and procedures.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Athletic Director.

Licenses and Special Requirements

Physical Demands and Work Environment

- Bowling alley may be noisy at times of heavy usage.
- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch.
- Continuous repetitive motions.
- Physical exertion over long periods of time.
- Work in hot and humid environment.
- Push, pull and lift 50 pounds.

Fitness and Spa Assistant Director

Related Titles: Health and Fitness Professional; Spa and Fitness Director; Health, Nutrition and Fitness Director

Reports to: Athletic Director

Supervises: Spa Manager; Health and Fitness Manager

Classification:

Education and/or Experience

- Bachelor's and/or master's degree in Exercise Physiology, Exercise Science or Physical Education.
- Five years of experience in a health and fitness facility.
- Two years of spa and fitness management experience.

Job Knowledge, Core Competencies and Expectations

- Remains current on spa and fitness industry trends.
- Able to develop a vibrant menu of services with exceptional artistic and aesthetic value.
- Stage the spa and fitness programs and retail operations for maximum buyer impact.
- Able to conduct fitness assessments.
- Competence in fitness design and implementation.
- Comprehensive knowledge of fitness and exercise principles.
- Knowledge of first aid, performing CPR, using an AED and blood-borne pathogens.
- Possess ability to create a Profit-and-Loss Statement, track financials and create budgets.
- Knowledge of major health factors and weight-reduction strategies.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Responsible for management of the club's spa and fitness facilities and operations.

Job Tasks/Duties

- Inspect work areas or operating equipment to ensure conformance to established standards in areas such as cleanliness or maintenance.
- Observe and evaluate workers' appearance and performance to ensure quality service and compliance with specifications.
- Meet with managers or other supervisors to stay informed of changes affecting operations.
- Inform workers about interests or special needs of specific groups.
- Apply customer/guest feedback to service improvement efforts.
- Resolve customer complaints regarding worker performance or services rendered.
- Use financial plans for spotting trends, measuring productivity and monitoring progress.
- Control operational costs and perform regular service and product margin analysis to ensure profitability.
- Analyze and record personnel or operational data and write related activity reports.
- Create ongoing and/or seasonal promotions and activities to encourage registrations, stimulate sales and create interest among members, guests, management and staff.
- Furnish customers with information on events or activities.
- Collaborate with staff members to plan or develop programs of events, schedules of activities or menus.

Licenses and Special Requirements

- ISPA Spa Director Certification or alternative Spa Director Certification.
- Certification from The American College of Sports Medicine (ACSM), National Strength and Conditioning Association (NSCA) or the National Academy of Sports Medicine (NASM).

Physical Demands and Work Environment

- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch.
- Continuous repetitive motions.

- Physical exertion over long periods of time.
- Work in hot and humid environment.
- Push, pull and lift 50 pounds.

Fitness Center Attendant

Related Titles: Fitness Attendant

Reports to: Health and Fitness Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School Graduate or GED equivalent.

Job Knowledge, Core Competencies and Expectations

- Develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Ability to clean and maintain the fitness center to required cleanliness standards.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Ensures that the Fitness Center is an inviting place that is well-stocked, clean, and organized for members' enjoyment as well as the overall operation of the facility.

Job Tasks/Duties

- Cleans the fitness center area and wipes down fitness equipment at least once daily or as often as needed.
- Greets users of the fitness center; has them sign in; answers telephones and maintain files of program cards, testing and other information.
- Records member information for seminars and presentations.
- Assists the Health and Fitness Manager in initial and continued development of services within the Athletic Department.
- Attends all training sessions and regular staff meetings; researches assigned projects and topics; provides continuing education services to other staff members.
- Keeps conditioning room neat and clean.
- Cleans bathrooms when immediate attention is required.
- Monitors attendance and bills attendees.
- Sets-up and monitors exercise equipment.
- Promotes private lessons and massage/spa services.
- Assists with special events in other club departments when necessary.
- Completes other appropriate assignments made by the Health and Fitness Manager.

Licenses and/or Special Requirements

- Must be 18 years of age or older.
- CPR, AED and First Aid certification preferred or will obtain within 90 days of employment.
- Locker rooms are gender-specific.

Physical Demands and Work Environment

- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions (e.g., shoe shining).
- Continuous standing and walking.
- The environment of the fitness center is warm and humid.
- Able to lift, pull or push 30 pounds.

Group Fitness Instructor

Reports to: Health and Fitness Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- A health- and fitness-focused undergraduate degree in Physical Education with a concentration or coursework in nutrition, exercise physiology or kinesiology preferred.
- One year of experience as a personal trainer or as a Group Exercise Instructor at a neighborhood gym, physical fitness franchise operation or private club.

Job Knowledge, Core Competencies and Expectations

- Ability to design and implement safe and effective classes appropriate to the group.
- Working knowledge of human anatomy, kinesiology and training principles.
- Knowledge of group fitness teaching strategies and the incorporation of music, tempo, cueing technique and rhythm.
- Excellent verbal and visual cueing skills.
- Motivates class members to excel and push themselves while demonstrating a caring attitude and conveying comments and suggestions with tact and constructive criticism.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Educates club members and guests by providing group fitness instruction and teaching safe and effective exercise classes in accordance with all club policies and procedures.

Job Tasks/Duties

- Teaches scheduled classes that begin and end on time; provides adequate warm-up, exercise, stretching and cool-down.
- Instructs class members on effective workout methods, explains proper techniques, demonstrates exercises, identifies different muscle groups and teaches appropriate methods to strengthen specific muscles.
- Prepares appropriate equipment, music and handouts for each class.
- Assists class members, answers questions and maintains a positive exercise experience for members and other class participants.
- Keeps management informed of customer and facility needs.
- Ensures that safety standards are met and that department and facility policies are followed.

Licenses and Special Requirements

- Must be certified with a nationally certifying body such as The American College of Sports Medicine (ACSM), National Strength and Conditioning Association (NSCA), American Council on Exercise (ACE), and/or the Aerobics and Fitness Association of America (AFAA).
- Current CPR and AED certification through the American Red Cross.

Physical Demands and Work Environment

- The noise level of the exercise studio is loud when class is in session.
- Must be able to push, pull or lift up to 30 pounds.
- Locker rooms and showers are often slippery and wet.
- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch.
- Continuous repetitive motions.
- Physical exertion over long periods of time.
- Regular fitness conditioning and swimming.
- Must often work in a wet, humid and noisy environment.

Health and Fitness Manager

Related Titles: Health and Fitness Professional; Spa and Fitness Director, Health, Nutrition and Fitness Director

Reports to: Fitness and Spa Assistant Director

Supervises: Health and Fitness Assistant, Group Fitness Instructor, Personal Trainer and Fitness Center Attendant

Classification:

Education and/or Experience

- Bachelor's and/or Master's degree in Exercise Physiology, Exercise Science or related discipline.
- Five years' experience in a health and fitness facility.
- Two years of fitness facility or program management experience.

Job Knowledge, Core Competencies and Expectations

- Able to conduct fitness assessments.
- Competence in fitness design and implementation.
- Comprehensive knowledge of fitness and exercise principles.
- Able to conduct classes or instruction in cardiovascular exercises, resistance training and the mind-body connection.
- Knowledge of first aid, performing CPR, using an AED and blood-borne pathogens.
- Knowledge of major health factors and weight-reduction strategies.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Develop, organize and maintain an athletic, fitness and spa program for members in an effective, efficient and professional manner. Advise members on issues related to fitness using knowledge of fitness, exercise principles and major health risk factors. Manage all fitness staff and facilities as well as the merchandising and sale of boutique items. Keep current on fitness industry trends. Promote use of the facilities to members and their families.

Job Tasks/Duties

- Teaches fitness classes and performs personal training, as needed.
- Performs fitness evaluations for the membership.
- Conducts and organizes member surveys for the department.
- Monitors and reports on classes and programs; makes recommendations to meet changing needs.
- Responsible for correct and accurate billing procedures according to club policies and timelines.
- Provides appropriate reports regarding payroll, scheduling, job changes, shift reports, overtime authorizations and event costing.
- Receives and handles complaints regarding the Fitness Department and advises the Athletic Director about appropriate action taken.
- Informs and follows-through with the Housekeeping and Engineering departments about problems or deficiencies as they arise; ensures that the fitness areas are clean and functioning properly.
- Attends and actively participates in monthly management staff meetings.
- Attends Athletic Committee meetings when requested, and provides necessary assistance and guidance.
- Interacts with other departments for improving member services.
- Trains all staff to work according to established safety procedures; makes recommendations to improve the safety of the work environment for both employees and members.
- Provides training and professional development opportunities for fitness staff and ensures that staff maintains all recommended industry certifications.
- Maintains an inventory of boutique merchandise according to club procedures; oversees sale of products.
- Writes regular article in the club's newsletter according to the directives of the Athletic and Newsletter committees.
- Maintains bulletin boards with appropriate information.
- Promotes and markets the Fitness Department and its services to the membership.
- Implements family and children's fitness programs.

- Suggests new athletic equipment and provides information and specifications regarding purchase.
- Enforces club rules and policies, especially those pertaining to safety and conduct in the athletic areas.
- Manages locker rentals and assures accuracy, fairness and efficiency in the rental process.
- Completes other appropriate duties assigned by the Athletic Director.

Licenses and Special Requirements

- Memberships and/or certifications from the American College of Sports Medicine (ACSM), and/or the National Strength and Conditioning Association (NSCA), and/or the National Academy of Sports Medicine (NASM).

Physical Demands and Work Environment

- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch.
- Continuous repetitive motions.
- Physical exertion over long periods of time.
- Work in hot and humid environment.
- Push, pull and lift 50 pounds.
- Regular fitness conditioning and swimming.
- Must often work in a wet, humid and noisy environment.

Lifeguard

Related Titles: Pool Attendant; Head Lifeguard

Reports to: Swimming Pool Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Some High School required.
- Ability to swim laps and dive to the bottom of the pool.

Job Knowledge, Core Competencies and Expectations

- Adequate knowledge of and training in pool chemistry, rescue and surveillance techniques, CPR/AED and blood-borne pathogens.
- Participates in pool safety programs and risk management.
- Employs only those methods and teaching techniques outlined and approved by the American Red Cross.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Implement all water safety policies and procedures. Supervise members and guests in and around the swimming pool.

Job Tasks/Duties

- Vacuums pool bottom; empties automatic skimmer; skims bugs and other debris from surface to prepare pool for daily use.
- Supervises and observes swimmers at all times to ensure their safety.
- Administers care to swimmers' minor injuries such as small cuts and bruises.
- Maintains amenities in and cleanliness of changing rooms, bathrooms and showers.
- Assists in organizing clinics and private swimming lessons for members as directed by the Swimming Pool Manager or instructors.
- Enforces rules of conduct at the pool.
- Checks first aid supplies and reports needed items.
- Organizes and monitors pool games at all times; suggests pool-side games.
- Places rescue tube and ring buoy on the lifeguard chair in the morning; returns these and all swimming aids and pool toys to the lifeguard locker when the pool closes.
- Straightens the pool and cabana areas at the end of the day.
- Maintains all necessary records determined by the Swimming Pool Manager.
- Attends all meetings as directed by the Swimming Pool Manager.
- Implements all pool safety equipment.
- Performs required pool pre-opening duties.
- Informs swimming pool manager about unresolved member or guest disruptions that could cause a safety problem.
- Performs other appropriate tasks assigned by the Swimming Pool Manager.

Licenses and Special Requirements

- Must have current Red Cross Lifeguard Certificate.
- American Red Cross Basic First Aid required, training on AED units and possession of a current Red Cross CPR card.

Physical Demands and Work Environment

- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch.
- Continuous repetitive motions.
- Physical exertion over long periods of time.

- Work in hot and humid environment.
- Push, pull and lift 50 pounds.
- Working conditions are often, hot, humid slippery and wet.
- Able to work in a busy, noisy environment.
- Able to tolerate the smell of chlorine and frequent exposure to cleaning agents.

Locker Room Attendant

Related Titles: None

Reports to: Locker Room Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High school education or GED preferred.

Job Knowledge, Core Competencies and Expectations

- Able to maintain cleanliness and orderliness in locker room.
- Experience in cleaning, caring for and restoring athletic shoes and golf shoes.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Attend to locker room needs of club members and guests.

Job Tasks/Duties

- Washes restroom floor; wipes mirrors and walls; cleans basins, lavatories and showers.
- Restocks supplies including tissue, toilet paper, towels, soap, shampoo, razors, and after-shave lotion
- Performs personal services including shining shoes, brushing clothes and adjusting golf shoe spikes.
- Provides for the safety and security of all members' and guests' personal property.
- Maintains inventory of supplies.
- Transports towels to and from laundry area.
- Issues lockers, keys, towels, etc., to members and guests as needed.
- Maintains a list of occupied lockers; provides a billing list to the Accounting Department.
- Serves beverages and food to members and guests.
- Cleans and empties garbage cans and baskets.
- Takes and delivers phone messages for members and guests.
- Changes light bulbs.
- Cleans and maintains hot tub, sauna area and other special facilities and equipment in locker room.
- Maintains coffee and beverages and supplies; makes coffee; cleans beverage area as needed.
- Attends staff meetings.
- Completes other assignments made by the Locker Room Manager.

Licenses and Special Requirements

- Locker rooms are gender-specific.

Physical Demands and Work Environment

- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.
- Able to lift, pull or push 30 pounds.

Locker Room Manager

Related Titles: None

Reports to: Athletic Director

Supervises: Locker Room Attendant

Classification:

Education and/or Experience

- High School diploma and/or degree from a two-year community college.
- Ongoing education from the Locker Room Managers Association.
- Three years of experience at a high-end private golf and /or country club as a Locker Room Manager.

Job Knowledge, Core Competencies and Expectations

- Ability to manage all aspects of the locker room including supervision of locker room attendants.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Manage the service of members and guests in the locker rooms. Responsible for caring for member footwear, amenities in the club's locker room wet areas and tracking locker rentals and cancellations. Supervise locker room staff. Maintain order and cleanliness. Greet members and guests and ensure that member satisfaction standards are consistently attained.

Job Tasks/Duties

- Performs duties of locker room staff as needed.
- Ensures the safety and security of all members' and guests' personal property.
- Issues lockers, keys, towels, etc. to members and guests as needed.
- Maintains a list of occupied lockers; provides a billing list to the accounting office.
- Maintains an inventory of supplies including shampoo, body wash, shaving razors, mouthwash and linens.
- Interacts with purchasing department to purchase locker-room linens and supplies as needed.
- Receives and greets members and guests.
- Inspects locker area to ensure proper appearance, maintenance, cleanliness and safety.
- Resolves member and guest complaints.
- Prepares and presents bills to members.
- Assures that tasks are assigned and completed as required.
- Selects, trains, supervises schedules and evaluates locker room staff.
- Enforces established rules, regulations and policies.
- Assures that all safety, accident and emergency policies and procedures are in place and consistently followed.
- Assigns lockers for guests during tournaments.
- Assists in the annual planning and budgeting process; operates within budget limitations.
- Makes recommendations about capital budget requirements.
- Attends staff meetings.
- Completes other appropriate assignments made by the Athletic Director.

Licenses and Special Requirements

- Certification from the Locker Room Managers Association.
- Locker rooms are gender specific.

Physical Demands and Work Environment

- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.

- Continuous standing and walking.

Massage Therapist

Related titles: Masseuse; Masseur

Reports to: Spa Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Post-secondary Vocational/Technical School.
- One year of experience as a Massage Therapist.

Job Knowledge, Core Competencies and Expectations

- Expertise in multiple massage modalities including Swedish massage, deep tissue massage, hot and cold stone massage, acupressure and reflexology.
- Assess client's soft tissue condition, joint quality and function, muscle strength and range of motion.
- Confer with the client about his/her medical history, any problems with stress, any history of fractures and surgeries and/or pain issues to determine how and whether massage would be helpful.
- Develop and propose client treatment plan.
- Knowledge of an ability to perform role in emergency situations.

Job Summary (Essential Functions)

Provide quality massage therapy to members and their guests.

Job Tasks/Duties

- Massages members and their guests for therapeutic and remedial reasons.
- Provides other kinds of body conditioning.
- Prepares, blends and heats oils and applies substances to members' bodies.
- Greets members and ensures that they sign in.
- Makes entries in and maintains treatment records for each member-client.
- Completes necessary information to invoice for massage therapy.
- Coordinates scheduling with club Front Desk staff or Spa Receptionist.
- Answering questions about massage therapy.
- Takes members' blood pressure on request.
- Communicates to Spa Manager about customers or massage operation concerns.

Licenses and Special Requirements

- Must have First Aid and CPR/Defibrillator training.
- Must have a State Massage Therapy License.

Physical Demands and Work Environment

- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.
- Must often work in humid and low-level light environment.
- Must be able to tolerate a variety of odors including massage oils and lotions.

Personal Trainer

Related Title: Lead Trainer

Reports to: Health and Fitness Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- A health- and fitness-focused undergraduate degree in Physical Education with a concentration or coursework in nutrition, exercise physiology or kinesiology preferred.
- One to two years of experience as a personal trainer at a neighborhood gym, physical fitness franchise operation or private club.

Job Knowledge, Core Competencies and Expectations

- Knowledge of fitness equipment required.
- Able to perform fitness assessments and apply rehabilitation techniques.
- Must have First Aid and CPR/AED training.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Provide quality personal training to club members and their guests.

Job Tasks/Duties

- Provides one-on-one fitness instruction to members desiring a program tailored to their specific needs.
- Evaluates clients' physical fitness and keeps track of their progress.
- Develops programs and selects exercises that provide the optimum results and includes activities the client enjoys.
- Acts as motivator to clients.
- Creates special rehabilitation programs for clients who have suffered athletic injuries.
- Able to demonstrate the movements and exercises recommended.
- Provides encouragement, motivation and support for members and clients.
- Greets members and ensures they sign in.
- Completes necessary information each day for front desk to invoice personal training.
- Reviews all crediting with Health and Fitness Manager before committing to any crediting.
- Answers Fitness Center's telephone, takes messages and directs calls as needed.
- Provides equipment usage instructions, makes necessary adjustments and answers questions about proper techniques and fitness.
- Keeps up with equipment issues and communicates these to the Health and Fitness Manager.
- Periodically inspects locker rooms and cleans wet areas as necessary.
- Assists in keeping children out of locker and workout rooms.
- Picks up weights and any dangerous items throughout the day in the workout room.
- Takes members' blood pressure on request.
- Monitors workout and group exercise room for potential accidents and problems.
- Communicates any problems to the Health and Fitness Manager or other appropriate staff member.
- Performs other duties as required or requested by the Health and Fitness Manager.

Licenses and Special Requirements

- Certification from a recognized and accredited program such as that offered by the National Federation of Personal Trainers (NFPT), the American Council on Exercise (ACE), the National Academy of Sports Medicine (NASM), or the Aerobics and Fitness Association of America (AFAA) desirable.
- First Aid and CPR/AED certification.

Physical Demands and Working Conditions

- Must be able to push, pull or lift up to 30 pounds.
- Workout area is often warm and humid.
- Locker Rooms and showers are often slippery and wet.
- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch.
- Continuous repetitive motions.
- Physical exertion over long periods of time.
- Work in hot and humid environment.
- Regular fitness conditioning and swimming.
- Must often work in a wet, humid and noisy environment.

Spa Manager

Related Titles: Director of Spa Services

Reports to: Fitness and Spa Assistant Director

Supervises: Massage Therapist

Classification:

Education and/or Experience

- Post-secondary training or licensure in different types of massage, cosmetology and different types of beauty treatments.
- At least two years of experience working in a club, hotel or resort spa facility.
- At least one year of spa program management and supervisory experience.

Job Knowledge, Core Competencies and Expectations

- Knowledge of spa front desk procedures.
- Ability to manage all aspects of the club's spa operations
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for scheduling staff, overseeing financial activities, coordinating spa programs and promotions, ensuring member-customer satisfaction and overseeing health and safety compliance.

Job Tasks/ Duties

- Hold regular staff meetings to keep staff updated on all aspects of the spa's operation.
- Ensure equipment is maintained in good working order.
- Maintain professional relationships with suppliers and providers.
- Ensure stock and cash items are kept safely under lock and key.
- Minimize or eliminate losses through negligence with monitoring programs.
- Implement clearly established opening and closing procedures.
- Manage inventory effectively; follow purchasing standards; ensure compliance.
- Maintain an up-to-date version of the *Spa Procedure Manual* and ensure compliance with it.
- Develop and maintain spa literature, documentation and process handling requirements.
- Attend Management meetings and convey all relevant information throughout the spa.
- Guide business decisions by staying on top of spa industry trends.
- Maintain a strong menu of services with both exceptional artistic and aesthetic value.
- Consistently develop and grow retail sales through training, tools and monitoring.
- Ensure the spa is always staged for maximum buyer impact.
- Develop spa's marketing strategy and ensure a consistent and positive image is portrayed.
- Develop and maintain gracious and efficient front desk procedures.
- Maintain and periodically up-date all necessary internal and external signage.
- Create ongoing in-house promotions and activities to stimulate sales, staff and customers.
- Develop and maintain compensation guidelines.
- Monitor customer satisfaction with surveys, focus groups and comment cards.
- Effectively administer and monitor staff scheduling procedures.
- Implement ongoing skills training to ensure service standards are upheld.
- Develop and monitor job descriptions and staff goals planning.
- Perform staff evaluation reports with proposed action plans.

Licenses and Special Requirements

- ISPA Spa Director Certification.

Physical Demands and Work Environment

- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.
- Must often work in humid and low-level light environment.
- Must be able to tolerate a variety of odors from massage oils and lotions.

Swim Team Coach

Related Titles: Pool Coach; Swim Team Coordinator (Coach)

Reports to: Swimming Pool Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Associate's-level college degree in Physical Education, Sports Management or related major.
- Experience as a competitive swimmer on the High School and College levels.
- Experience as an Assistant Swim and Dive Team Coach.

Job Knowledge, Core Competencies and Expectations

- Ability to plan, organize, schedule and manage all phases of the club's swim team program.
- Knowledge of and ability to perform all required duties in emergency situations.

Job Summary (Essential Functions)

Coach club's swim and dive team. Schedule and coordinate swim meets.

Job Tasks/Duties

- Schedules and attends practice sessions for the swim team.
- Organizes all aspects of swim meets including scheduling individual race participants, recording and posting start times and distributing race ribbons.
- Attends and participates in the club's coaches' meetings.
- Maintains presence during swim team events.
- Maintains swim team and event equipment.
- Organizes swim meet volunteers.
- Performs other tasks as required by Swimming Pool Manager.

Licenses and Special Requirements

- USA Swimming coach in good standing.
- American Swimming Coaches Association (ASCA) Level 2 or above certification.
- American Red Cross Basic First Aid required, training on AED units and possession of a current Red Cross CPR card.

Physical Demands and Work Environment

- Working conditions are often, hot, humid, slippery and wet.
- Able to work in a busy, noisy environment.
- Able to tolerate the smell of chlorine.
- Ability to project voice and articulate instructions to swimmers.
- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Swimming Instructor

Related Titles: None

Reports to: Swimming Pool Manager

Supervises: No supervisory duties are included in this position.

Classification:

Job Summary (Essential Functions)

Conduct swimming classes and individual swimming lessons in a safe and responsible manner.

Education and/or Experience

- Some High School required.
- Competitive swimming experience as coach or athlete preferred.
- Lifeguard training and some experience teaching swim lessons required.

Job Knowledge, Core Competencies and Expectations

- Adequate knowledge of and experience in pool chemistry, operation and management.
- Training in rescue and surveillance techniques and blood-borne pathogens.
- Participates in pool safety programs and risk management.
- Employs only those methods and teaching techniques outlined and approved by the American Red Cross.
- Has knowledge of specific state and local laws and statutes regarding pool safety and inspections.
- Knowledge of and ability to perform required role in emergency situations.

Job Tasks/Duties

- Reports all complaints, emergencies, hazards or faulty equipment to the Swimming Pool Manager.
- Maintains all necessary class records as determined by the Swimming Pool Manager.
- Employs only those methods and teaching techniques outlined and approved by the Red Cross.
- Assists in rendering First Aid according to the standards established by the American Red Cross and American Heart Association.
- Serves as a lifeguard when instructed by the Swimming Pool Manager.
- Reads line-ups during swimming meets.
- Assists Swimming Pool Manager in writing seasonal swim letter to members about lesson dates, class times and costs.
- Maintains attendance records of members and children attending lessons.
- Charges members for all lessons.
- Maintains a courteous, polite and helpful relationship with all members and guests.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Swimming Pool Manager.

Licenses and Special Requirements

- Must have current Red Cross Lifeguard Certificate.
- Red Cross progressive Swimming Instructor Certificate Desirable.
- American Red Cross Basic First Aid required, training on AED units, and possession of a current Red Cross CPR card.

Physical Demands and Work Environment

- Working conditions are often, hot, humid, slippery and wet.
- Able to work in a busy, noisy environment.
- Able to tolerate the smell of chlorine and frequent exposure to cleaning agents.
- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.

- Continuous standing and walking.

Swimming Pool Manager

Related Titles: Swimming Pool Director; Swim Center Manager; Director of Aquatics; Aquatics Director; Director of Youth and Aquatics

Reports to: Athletic Director

Supervises: Swimming Instructor; Lifeguard; Swim Team Coach

Classification:

Education and/or Experience

- Bachelor's degree in Education, Physical Education, Recreation Management or Health Sciences
- Maintains all proper certifications and training for self and pool staff.
- Three years of experience as an Assistant Pool Manager at a club of comparable size and stature.
- Competitive swimming experience as either a coach or athlete preferred but not essential.
- Lifeguard training and experience teaching swim lesson required.
- Private club experience preferred.

Job Knowledge, Core Competencies and Expectations

- Broad knowledge and experience in pool chemistry, operation and management.
- Monitors and coordinates pool safety programs and risk management.
- Employs only those methods and teaching techniques outlined and approved by the American Red Cross.
- Thoroughly understands specific state and local laws and statutes regarding pool safety and inspections.
- Knowledge of and ability to perform personal role in emergency situations.

Job Summary (Essential Functions)

Responsible for the entire pool operation, including the safe and effective use of chemicals, swimming instruction, the club's swim team and the summer camp operation. Supervise safe, clean, well-maintained and appealing club swimming facilities.

Job Tasks/Duties

- Hires, trains, supervises and evaluates staff.
- Formulates weekly work schedules and rotation schedules for all pool employees.
- Purchases pool chemicals.
- Maintains proper chemical balance in pools and maintains mechanical equipment in coordination with the club's maintenance department.
- Maintains correct payroll records.
- Registers members at pool and charges for all guests, lessons, etc.
- Provides necessary orientation and training for pool staff.
- Enforces club rules of safety and conduct.
- Assists in rendering First Aid according to the standards established by the American Red Cross and American Heart Association.
- Plans and directs special events.
- Writes correspondence to club members about swim lesson dates, class times and fees; writes post-season letter to members to encourage the continuation of building their children's aquatic skills through lessons.
- Arranges a program of and schedule for private and group swim and diving lessons.
- Represents the club in activities as required.
- Develops an annual operating and staffing budget to be approved by the Athletic Director; takes corrective actions as necessary to assure that budget goals are attained.
- Orders and sells swim suits, suntan oil, sunglasses and other pool accessories; keeps accurate accounting records of sales.
- Maintains and keeps all necessary records concerning pool attendance, pool chemicals, accident reports, problem-member reports, lifeguard and instructor schedules, etc.

- Develops and implements pool safety program and schedules staff to provide adequate protection for members and their guests.
- Assists in pool opening and closing at the beginning and end of season.
- Interacts with outside contractors to maintain and upgrade pool areas.
- Provides aquatics-related information for club newsletter.
- Manages pool area lost and found articles.
- Manages pool area, including lockers and changing rooms for cleanliness.
- Oversees pool snack bar.
- Maintains presence during special pool events.
- Coaches swim and dive teams.
- Keeps attendance records of members and children attending lessons.
- Reads line-ups during swim meets.
- Organizes bus transportation to and from swim lessons.
- Helps coordinate swim camp banquet and awards program.
- Operates pool and surrounding area in compliance with OSHA requirements; maintains all necessary MSDSs.
- Attends staff meetings.
- Attends and participates in Swimming Pool Committee meetings.
- Performs other appropriate tasks assigned by the Athletic Director.

Licenses and Special Requirements

- Must have current Red Cross Lifeguard Certificate.
- Red Cross progressive Swimming Instructor Certificate Desirable.
- American Red Cross Basic First Aid required, training on AED units and possession of a current Red Cross CPR card.
- Pool Operator certification (if required by state or local jurisdiction).
- Certified Pool/Spa Operator (CPO) offered by the National Swimming Pool Foundation desirable.
- The Aquatic Facility Operator (AFO) offered by the National Recreation and Park Association.
- Lifeguard certification offered by the American Red Cross strongly recommended.

Physical Demands and Work Environment

- Working conditions are often, hot, humid, slippery and wet.
- Able to work in a busy, noisy environment.
- Able to tolerate the smell of chlorine and frequent exposure to cleaning agents.
- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Food and Beverage

Assistant Cook

Related Titles: Apprentice Cook; Cook-Trainee; Cook; Kitchen Helper

Reports to: Banquet Cook or Sous Chef

Supervises: No supervisory duties are included in this position

Classification:

Education and/or Experience

- Must be at least 18 years of age.
- Have a High School diploma or GED.
- Previous hospitality industry cooking experience preferred.

Job Knowledge, Core Competencies and Expectations

- Knowledge of basic food preparation principles.
- Awareness of occupational hazards and safety precautions and skilled in following food safety practices.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Assist in the pre-preparation of food products. Obtain necessary ingredients and clean food-preparation equipment, utensils and work areas.

Job Tasks/Duties

- Assists cooks in their tasks.
- Obtains necessary products and small equipment items required for food preparation.
- Carefully follows the club's standard recipes while preparing all assigned items.
- Follows manufacturers' instructions when operating food production and serving equipment.
- Consistently uses safe and sanitary food handling practices including those related to personal hygiene.
- Returns soiled food preparation utensils and other small wares to the proper areas.
- Maintains a clean work station, including equipment used for food preparation tasks.
- Attends department and staff meetings.
- Performs other appropriate tasks assigned by the Sous Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous, repetitive motions.
- Work in hot, humid, and noisy environment.

Baker

Related Titles: Pastry Cook (Helper); Assistant Baker (Pastry Chef)

Reports to: Pastry Chef or Executive Chef

Supervises: Baker's Helper

Classification:

Education and/or Experience

High School graduate or GED. Certificate or diploma from a recognized bakery and pastry arts training program. At least two years of experience as a commercial baker.

Job Knowledge, Core Competencies and Expectations

- Must be able to use basic food preparation equipment including: large-capacity mixer, ice cream machine, convection oven, pizza oven, proofer, robo coupe or other food processor, 40-gallon steam kettle and steam cabinet.
- Ensures that work area is safe and secure.
- Attention to detail, knowledge of ingredients, and an aesthetic/artistic eye.
- Adheres to state and local health and food safety regulations.
- Maintains high standards of quality for all food prepared and served.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Prepare all baked goods, including bread and pastries and desserts according to club's standard recipes.

Job Tasks/Duties

- Assesses daily bakery needs with Pastry Chef and/or Executive Chef.
- Schedules production of bread, rolls, biscuits and muffins to maintain a proper inventory of freshly baked goods.
- Prepares all baked goods, puddings, gelatins, frozen desserts, stewed and baked fruits, pies, cakes, French pastries and other bakery items.
- Prepares and serves items in accordance with established recipe and presentation standards.
- Responsible for operating with budgeted food cost guidelines under supervision of Pastry Chef or Executive Chef.
- Review bakery needs for special events in conjunction with the Pastry Chef and/or Executive Chef as they occur.
- Informs management of any problems concerning food quality production.
- Assists the Pastry Chef with daily quality control checks.
- Assists Pastry Chef with equipment evaluations.
- Reports all maintenance and/or repair needs to Pastry Chef or Executive Chef.
- Supervises special bake shop orders including decorated cakes.
- Hires, supervises, trains and evaluates baker's helpers.
- Oversees pastry cart and buffet dessert table set-up and presentation.
- Keeps walk-in organized.
- Sets-up, maintains, cleans and breaks down pastry station.
- Notifies Pastry Chef in advance of expected product shortages.
- Keeps par stocks at proper levels and requisitions supplies as needed to prepare menu items.
- Properly stores all food, which must be covered, dated and rotated daily to ensure proper portion control and quality.
- Attends kitchen employee and staff meetings.
- Assists Pastry Chef in completion of other duties as assigned.

Licenses and Special Requirements

- Food Safety Certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Baker's Helper

Related Title: Assistant Baker

Reports to: Baker

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School graduate or GED.
- Certificate or diploma from a High School vocational technical baking program or a bakery instructional program at a technical college is desirable.
- One year of experience as a baker in a retail, club, hotel, restaurant or institutional setting is preferred.

Job Knowledge, Core Competencies and Expectations

- Must be able to safely operate food production equipment including: large-capacity mixer, ice cream machine, convection oven, pizza oven, proofer, robo coupe or other food processor, 40-gallon steam kettle and steam cabinet.
- Attention to detail, knowledge of ingredients and an aesthetic/artistic eye.
- Adheres to state and local health and safety standards.
- Maintains safety and security in work area.
- Maintains the highest sanitary standards.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Assists the baker in preparation of all baked goods according to club's standard recipes.

Job Tasks/Duties

- Opens bakery; lights ovens, if necessary; collects needed ingredients.
- Schedules daily production in Baker's absence.
- Cleans and sanitizes work and storage areas.
- Prepares baked goods according to club's standard recipes.
- Maintains and breaks down Baker's station.
- Notifies baker in advance of expected product shortages.
- Ensures that assigned work station and equipment are clean and sanitary.
- Requisitions supplies as needed to prepare menu items.
- Covers, dates and neatly stores all reusable leftover products.
- Makes recommendations for the maintenance, repair and upkeep of the bakery area and equipment.
- Attends staff meetings.
- Assists Baker in completion of other duties as assigned.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Banquet Captain

Related Titles: Banquet Supervisor

Reports to: Banquet Manager

Supervises: Banquet Servers

Classification:

Education and/or Experience

- High school graduate or equivalent.
- Previous fine dining and banquet experience.
- Must be at least 19 years of age to serve alcohol.
- Minimum two years of Banquet Server experience.
- Proven track record in successfully assisting all types of banquet functions and other special events.
- Some liquor and public entertainment license knowledge.

Job Knowledge, Core Competencies and Expectations

- Knowledge of the principles, procedures and equipment used in the storage, care, preparation, cooking, dispensing and serving of food in large quantities.
- Able to work flexible schedule that includes weekends, holidays and split shifts.
- Must have good communications skills and a dynamic, outgoing personality.
- Good organizational and follow-through skills.
- Ability to demonstrate proper banquet wine service.
- Knowledge of kitchen and banquet equipment.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Supervise the banquet functions for the club when the Banquet Manager is not available or assist the Banquet Manager during the function. Assists management in supervising service personnel to ensure that member and guest satisfaction and presentation standards are consistently attained.

Job Tasks/Duties

- Under general supervision, coordinates and supervises catered events based on client specifications and documented in the Banquet Event Order.
- Works with Food and Beverage Managers, Banquet Manager, Banquet Chef and others to coordinate personnel requirements for private functions.
- Supervises and directs banquet staff during all phases of a catered event.
- Effectively and regularly communicates expectations and service goals to staff.
- Assists in the creation and implementation of employee incentives and morale-boosting programs.
- Assists in the development and execution of short- and long-term department goals.
- Coordinates food service between kitchen and banquet service staff.
- Inspects all linens daily for proper appearance.
- Assists with inventory of all banquet service ware, equipment and supplies to meet required needs.
- Enforces established club rules, regulations and policies.
- Prepares and reviews table diagrams, guest tables and set-up needs for special functions.
- Participates in or conducts pre-function meeting with servers to ensure smooth, efficient service; assigns server stations and coordinates the timing of courses.
- Ensures that all banquet staff are well-groomed and in proper uniform.
- Assists with training, supervising, scheduling and evaluating of banquet service staff.
- Assures the neatness, cleanliness and safety of all banquet areas.
- Interacts with banquet host or hostess to assure all needs are being met.
- May serve "VIP" guests.
- Assures that state and local laws and the club's policies and procedures for the service of alcoholic

beverages are consistently followed.

- Analyzes accurately situations requiring solutions and adopts an effective plan of action.
- Notifies management of member and guest complaints.
- Oversees breakdown of event, including clean-up activities and securing the facilities.
- Completes an after-event “Banquet Service Catering Report” to improve quality and efficiency of banquet functions.
- Ensures that all appropriate charges are billed correctly to each event and forwarded to the Accounting Department.
- Attends Banquet Department meetings and confers with management to identify, plan and develop methods and procedures to obtain greater efficiency.
- Completes other appropriate assignments made by the Banquet Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcohol beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Banquet Cook

Related Titles: Banquet Lead Cook; Banquet Cook Helper

Reports to: Banquet Chef

Supervises: Cooks Helper

Classification:

Education and/or Experience

- Must be 18 years of age or older.
- Culinary experience is preferred.

Job Knowledge, Core Competencies and Expectations

- Can cook and execute proper plate presentation for banquet menu items.
- Tries to accommodate reasonable requests from members or their guests.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Prepare food items required for all banquet events, including breakfasts, luncheons, dinners and special parties. Perform cooking, carving and/or other buffet station duties as required.

Job Tasks/Duties

- Collects food and beverage products and small wares required for item preparation.
- Operates food production equipment according to manufacturers' instructions.
- Carefully follows standard recipes while preparing assigned items for banquet service.
- Assists in plating food items for service.
- Notifies Banquet Chef or kitchen management in advance of expected product shortages.
- Handles leftover food items as instructed by the Banquet Chef.
- Makes sure that all items are wrapped, dated, labeled and stored properly.
- Returns soiled food preparation utensils and small wares to the proper areas.
- Cleans banquet preparation and serving equipment.
- Cleans assigned work station areas.
- Consistently uses safe and sanitary food handling practices.
- Carves food on buffet line.
- Keeps walk-ins clean and organized.
- Attends kitchen staff meetings.
- Sets-up plating line for banquets and assists with plating duties.
- Assists with preparation of other food products in any other area of the kitchen as needed.
- Performs other appropriate tasks as assigned by the Banquet Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch, and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Banquet Server

Related Title: Food Server

Reports to: Banquet Captain

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School Diploma or GED is required.
- The ability to read, write and execute basic math skills.
- Prior banquet or wait service experience is preferred.

Job Knowledge, Core Competencies and Expectations

- Knowledge of all order on arrival menu items, preparation methods, ingredients, garnishes and wine list.
- Ability to execute all service types (i.e., Russian, French, American, buffet, etc.).
- Assures that all state and local laws and club policies and procedures for the service of alcoholic beverages are consistently followed.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Set up and clean banquet rooms and serve banquets.

Job Tasks/Duties

- Performs related banquet set-up tasks.
- Provides immediate attention to all members and guests upon seating them.
- Takes beverage orders and serves food in specified station.
- Pours and refills wine, coffee, water and other beverages served with and after the meal.
- Clears soiled dishes as needed.
- Cleans all assigned work areas in kitchen and banquet areas.
- Advises supervisor of any member or guest complaints as soon as they occur.
- Assists in closing functions such as removing linen, bussing glasses, dishes, silverware, etc., and re-setting the room for next function.
- Attends staff meetings including pre-service (line-up) sessions.
- Consistently follows all food safety-related requirements.
- Completes other appropriate assignments made by the Banquet Captain.

Licenses and Special Requirements

- Food safety certification.
- Of legal age to serve alcoholic beverages.
- Alcohol beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid, and noisy environment.

Banquet Bus Person

Related Titles: Busser; Runner; Waiter's Assistant; Food Runner

Reports to: Food Server

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED required.
- Previous club food serving experience preferred.

Job Knowledge, Core Competencies and Expectations

- General knowledge of banquet operations preferred.
- Follows all club guidelines pertaining to table setting and sequence of service.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Set-up and break-down tables, chairs, audio-visual (AV) equipment and platform/stages and other equipment as specified by client or group requirements. Arrange table linens, skirting and table top items and clean, store and secure all tables, chairs and AV equipment, and platforms/stages for banquet functions.

Job Tasks/Duties

- Ensure the correct and timely set-up of all Banquet Event Order functions.
- Maintains the highest standards of cleanliness and sanitation throughout the banquet function space, pre-function space and storage areas to include the carpet, walls, walks, doors, windows and heating/air conditioning units.
- Maintains the banquet storeroom in a neat and organized manner stocked with any and all appropriate supplies necessary for meetings or food service functions.
- Breaks down after the completion of functions and ensures that all equipment and supplies are stored properly.
- Refreshes meeting rooms as needed.
- Notifies management of any hazards.
- Handles items for "Lost and Found."
- Assists servers in their set-up, service and clean-up tasks.
- Cleans dining room areas.
- Stocks servers' station with supplies.
- Collects trash from dining area following the conclusion of the function. Dusts chairs before and after function.
- Keeps ice bins and buckets filled.
- Folds napkins and bread basket linens.
- Cleans up spills, broken service ware and attends to similar problems during service with minimal disruption to diners.
- Assists Dining Room Manager, Banquet Captain and other employees in assuring that the club's policies and procedures for serving alcoholic beverages are consistently followed.
- Polishes silver service items.
- Attends pre-service training (line-up meeting).
- Assists with buffet setup.
- Helps to maintain a fully stocked buffet.
- Performs other appropriate duties as assigned.

Licenses and Special Requirements

- Food safety certification.
- Of legal age to serve alcoholic beverages.

- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Banquet Chef

Related Titles: Banquet Cook; Banquet Sous Chef; Assistant Banquet Chef

Reports to: Executive Chef

Supervises: Banquet Cook

Classification:

Education and/or Experience

- Degree from a post-secondary culinary arts training program.
- A minimum of three years in a food preparation position encompassing all phases of food preparation and kitchen operation.

Job Knowledge, Core Competencies and Expectations

- Responsible for consistent use of safe work practices by all banquet staff.
- Understands and consistently follows food safety practices.
- Establishes and maintains professional standards of conduct and appearance.
- Assists in preparing and interpreting the banquet event order (BEO).
- Possess strong interpersonal, written and oral communication skills.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for food production needed for banquet functions and private parties. Accountable for all food costs for banquet functions. Supervise production personnel used for banquet events. Assist Sous Chef with Executive Chef's responsibilities during the latter's absence.

Job Tasks/Duties

- Manages food production including menu planning, costing, execution and employee supervision for banquet functions including holiday buffets, Sunday brunch and other special occasions.
- When requested, assists with production of daily specials for restaurants.
- Assists in the hiring, training and ongoing supervision including scheduling of all employees involved with banquet food production.
- Assists or relieves the Sous Chef whenever reduced banquet volume allows.
- Serves on the Banquet Function Committee to assist in the planning of food-related aspects of each special event.
- Establishes and adheres to food cost goals for banquet functions; takes corrective action as necessary to help assure that financial goals are attained.
- Attends departmental staff meetings.
- Assures that food quality standards and pre-determined costs are attained on all banquet functions.
- Sets-up plating line for functions and assists with plating duties.
- Performs other special, *ad hoc* duties as requested by the Executive Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment

Bartender

Related Titles: None

Reports to: Beverage Manager; Restaurant Manager; Assistant Food and Beverage Manager; or Clubhouse Manager

Supervises: No supervisory duties are included in this position.

Classification:

Experience

- Minimum grade 12 education.
- One year of bartending experience.

Job Knowledge, Core Competencies and Expectations

- Stocks bar and completes other pre-opening requirements.
- Prepares and serves alcoholic beverages according to standard recipes.
- Skilled at slowing and refusing alcoholic beverage service when necessary.
- Complies with basic safety and sanitation requirements.
- Good organizational skills.
- Basic knowledge of club's POS system or comparable POS system preferred.
- Knowledgeable of all aspects of department and daily club operations, including events and operating hours.
- Ability to read and understand Banquet Event Orders (BEOs).
- Ability to work large or small events with minimal supervision and in a team environment.
- Cleans bar and completes other pre-closing requirements.
- Assures that all state and local laws and club policies and procedures for the service of alcoholic beverages are consistently followed.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Prepare, pour and serve alcoholic and non-alcoholic beverages. Requires knowledge of all aspects of mixology including food/wine pairings and wine presentation and service.

Job Tasks/Duties

- Inspects the bar prior to opening to ensure that adequate supplies are available.
- Requests additional supplies as necessary and stocks the bar.
- Follows set-up procedures.
- Prepares garnishes, fruits mixes and pre-mixed drinks prior to opening bar.
- Greets members and guests.
- Mixes, prepares and serves drinks to members and guests and mixes and prepares drinks ordered by food and beverage servers according to approved standard recipes.
- Collects checks and payments for drinks served.
- Reports complaints to a manager as they occur.
- Maintains and cleans bar area and equipment.
- Maintains records of liquors, beers and wine to ensure bar stock is maintained at all times.
- Cleans and locks the bar area according to prescribed closing procedures.
- Ensures that all food items are correctly stored, labeled, dated and rotated to prevent any health or safety hazards from occurring, and takes precautions against possible spoilage.
- Attends staff meetings including pre-shift (line-up) sessions and training as required.
- Carefully follows all laws and club policies and procedures regarding alcoholic beverage service and informs manager if continued service to a member or guest is in question.
- Serves drinks to members and guests seated at lounge tables in the absence of a beverage server.
- Continually practices beverage and revenue control procedures.
- Thanks members and guests; invites them to return.

- Completes other appropriate work assignments as requested by supervisor.

Licenses and Special Requirements

- Alcohol beverage certification.
- Food safety certification.
- Of legal age to prepare and serve alcoholic beverages.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Beverage Manager

Related Titles: Bar Manager; Head Bartender; Beverage Supervisor

Reports to: Food and Beverage Director

Supervises: Bartender; Beverage Server; Wine Steward

Classification:

Education and/or Experience

- Associate's degree or higher in hospitality management or related field.
- Three years or more bartending experience.

Job Knowledge, Core Competencies and Expectations

- Assures a high standard of appearance, hospitality and service in lounge areas.
- Knowledgeable of all aspects of department and daily club operation, including scheduled events and operating hours.
- Meet revenue and expense budget goals and manage within budgetary restraints. Supervise beverage department personnel and develop and implement programs to increase revenues and job performance.
- Acts ethically and honestly at all times.
- Assures that all state and local laws and club policies and procedures for the service of alcoholic beverages are consistently followed.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for management of all bar areas in a manner most pleasing to members and guests. Meet revenue and expense budget goals and manage within budgetary restraints. Supervise beverage department personnel, and develop and implement programs to increase revenues and job performance. Monitor inventory levels. Develop and implement operating procedures for the Beverage Department.

Job Tasks/Duties

- Develops and maintains a bar product and supplies inventory system for alcoholic beverages including wines, non-alcoholic beverages and mixers glassware and paper and other bar supplies.
- Plans promotional strategies and materials; develops recipes to improve the beverage program for members and guests.
- Maintains cleanliness and sanitation of bar areas, glassware and equipment through regular inspections.
- Develops standard operating procedures to help assure that bars are set-up and operated efficiently.
- Maintains an adequate supply of liquors, wines, beer and other beverages with effective inventory management system.
- Recruits, trains, schedules and supervises bar personnel according to established club procedures.
- Responsible for conducting employee reviews for beverage department personnel.
- Maintains and keeps current beverage-related training manuals.
- Develops product and revenue control systems and procedures to help reduce theft.
- Assures that all laws applicable to beverage operations are consistently followed.
- Works with Dining Room Manager, Banquet Manager and others to ensure efficient beverage service in all of the club's outlets and for special functions.
- Interacts with Purchasing Department personnel relative to the procurement and receiving of beverage products and supplies.
- Works with the Food and Beverage Director, Dining Room Manager and others to develop wine lists.
- Inspects to ensure that the club's sanitation, safety, energy management, preventive maintenance and other programs are implemented and complied with as they apply to beverage operation.
- Develops the budget for Beverage Department; monitors financial information and takes corrective action as necessary to help assure that financial goals are met.
- Develops and monitors labor forecasts and budgets; takes corrective action as necessary.
- Develops financial records and reports as required.

- Works with the Accounting Department to ensure that all record-keeping procedures are consistently followed.
- Handles complaints from club members, guests and others relative to the Beverage Department.
- Produces shift reports containing information on member-related issues, cover counts and any other concerns occurring during that time period.
- Assists with private parties and service in food and beverage outlets when necessary.
- Plans and develops training programs and professional development opportunities for himself or herself and all other beverage personnel.
- Keeps current with changing member preferences and industry trends relative to the beverage operation.
- Conducts scheduled meetings with service staff.
- Attends staff and management meetings.
- Schedules wine and beer samplings with distributors to continuously improve variety and quality of beverages available to club members and guests.
- Monitors bar closing procedures (checklist) and assures that area is secure.
- May serve as bartender, if needed.
- Plans special wine promotions for members.
- Assures that the club's policies and procedures for selling alcoholic beverages are consistently followed in all beverage outlets and at all club functions.
- May serve as club's opening or closing manager or manager on duty.
- Maintains a service log regarding any notable member or guest behavior.
- Schedules maintenance of draft beer tapping.
- Completes other appropriate work assignments as requested by the Food and Beverage Director.

Licenses and Special Requirements

- Alcoholic beverage certification.
- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Beverage Server

Related Titles: Server; Waiter or Waitress; Cocktail Server

Reports to: Beverage Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- One year or more related experience and/or training.
- High School diploma or GED preferred.

Job Knowledge, Core Competencies and Expectations

- Strong interpersonal as well as written and oral communication skills.
- Consistently follows all proper sanitation practices, including those related to personal hygiene.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Promotes member satisfaction through recognition and introductions to others.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Provide beverage service to club members and guests.

Job Tasks/Duties

- Performs pre- and post-work shift duties.
- Provides immediate attention to all members and guests upon seating.
- Distributes menus, if applicable.
- Takes beverage orders; suggestively sells drinks as appropriate.
- Places order with the bartender.
- May ice glasses, add garnishes or other ingredients.
- Places beverages on tray; delivers to members and guests.
- Serves beverages.
- Checks back to ensure satisfaction of members and guests.
- Removes empty glasses; cleans tables as required.
- Consistently follows all revenue control procedures.
- Verifies accuracy of prices, state and federal taxes, tips and other charges on all bills.
- Presents bills to members and guests; handles all cash, credit card and member charges as prescribed by standard operating procedures.
- Keeps assigned tables, lounge and bus station and other areas clean.
- Advises supervisor of complaints as they occur.
- Attends staff meetings including pre-shift (line-up) sessions as required.
- Consistently complies with all state, local and club laws and policies relating to the service of alcohol; informs manager if service to a member or guest is questionable.
- Thanks members and guests; invites them to return.
- Completes other appropriate assignments as requested by the Beverage Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.
- Is of legal age to serve alcoholic beverages.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.

- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Breakfast Cook

Related Titles: Opening Cook; AM Lead Cook

Reports to: Sous Chef

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED.
- A minimum of one year of experience in kitchen preparation and cooking in a club, resort, hotel or institutional setting.

Job Knowledge, Core Competencies and Expectations

- Must be able to communicate clearly with managers, kitchen and dining room personnel.
- Maintains the highest food safety standards.
- Follows all safety procedures for operating and cleaning machinery.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Able to produce all assigned menu items according to the club's standard recipes.
- Helps in other areas of the kitchen during slow periods or when necessary.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Set up cooking line and prepare breakfast foods.

Job Tasks/Duties

- Gathers all supplies and small wares needed to prepare breakfast.
- Prepares all food from breakfast menu using standard recipes in accordance with club standards.
- Keeps work station and cooking equipment clean.
- Checks supplies needed for lunch.
- Sets-up, maintains and breaks-down breakfast cook station.
- Identifies product needs and requisitions items needed to prepare menu items.
- Notifies sous chef in advance of expected shortages.
- Maintains security and safety in work area.
- Adheres to local and state health and food safety standards.
- Ensures that work area and equipment are clean and sanitary.
- Covers, dates and neatly stores re-usable leftover products.
- Attends kitchen staff meetings.
- Assists with other duties as instructed by the Sous Chef and the Executive Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Broiler Cook

Related Title: Broiler Person

Reports to: Sous Chef

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED.
- At least three months related experience or training.

Job Knowledge, Core Competencies and Expectations

- Knowledge of basic culinary fundamentals.
- Able to work a flexible schedule and/or overtime, if needed.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Broil all meats according to club's standard recipes.

Job Tasks/Duties

- Sets-up the broiler.
- Broils and grills all meats on the menu as ordered.
- Prepares sauces and accompanying garnishes for all broiled and grilled menu items.
- Requisitions supplies needed.
- Covers, dates and neatly stores all meats, poultry and seafood.
- Cleans and sanitizes the boiler station.
- Sets-up, maintains and breaks down butcher station.
- Notifies Sous Chef in advance of all expected shortages.
- Ensures that work station and equipment are clean and sanitary.
- Adheres to state and local health and food safety regulations.
- Makes recommendations for maintenance, repair and upkeep of the broiler area and equipment.
- Attends kitchen staff meetings.
- Assists with other duties as instructed by the Sous Chef.

Licenses and Special requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Bus Person

Related Titles: Busser; Runner; Waiter's Assistant; Banquet Bus Person; Food Runner

Reports to: Food Server

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED required.
- Minimum of one year work experience in a fine dining environment.

Job Knowledge, Core Competencies and Expectations

- Follows all club guidelines pertaining to table setting, order taking and sequence of service.
- Knows and is able to communicate the menu items and daily specials.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Set and clean dining room tables before, during and after meal service; assist food servers with miscellaneous tasks.

Job Tasks/Duties

- Assists Servers in their set-up, service and clean-up tasks.
- Serves water as members and guests are seated.
- Assists in carrying food trays to tables.
- Removes soiled dishes from table; brings to dish-washing area.
- Removes soiled linen and replaces with clean linen.
- Sets tables with silverware, glassware and other items.
- Cleans dining room areas.
- Stocks servers' station with supplies.
- Collects trash from dining room, grill and other specified places after each serving period.
- Dusts chairs before and after meals.
- Keeps ice bins and buckets filled.
- Sets-up, empties and cleans salad bar.
- Cleans and stores child high chairs and booster seats.
- Collects soiled linen from dining room; transfers to linen pick-up area.
- Takes packaged take-out orders to reception stand for member pick-up.
- Folds napkins and bread basket linens.
- Cleans-up spills, broken service ware and attends to similar problems during service with minimal disruption to diners.
- Assists Dining Room Manager and other employees in assuring that the club's policies and procedures for serving alcoholic beverages are consistently followed.
- May assist banquet personnel in setting-up, serving and cleaning up after banquet functions.
- Polishes silver service items.
- Attends pre-service training (line-up meeting).
- Moves tables and chairs as needed for the next member and guest diners.
- Re-sets tables at end of shift for the next meal period.
- Assists with banquet and buffet setup.
- Helps to maintain a fully stocked buffet.
- Performs other appropriate duties as assigned.

Licenses and Special Requirements

- Must be of legal age to serve alcoholic beverages.
- Food safety certification.

- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Butcher

Related Title: Meat Cutter

Reports to: Sous Chef

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Must be 18 years of age or older.
- Must have some culinary work experience to pass the written and practical qualification test.

Job Knowledge, Core Competencies and Expectations

- Possesses technical skills needed to fulfill required job duties. Must have sound knowledge of menu.
- Cut and prepare all meats and seafoods for cooks.
- Observes club's safety rules and guidelines.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for the fabrication of all meat and seafood and all kitchen inventories of meat/seafood items. Stock rotation first in-first out (FIFO).

Job Tasks/Duties

- Cuts, trims, bones and shapes all meats.
- Makes stocks for soups.
- Stores all meats in refrigerator.
- Keeps walk-in cooler and walk-in freezer clean and organized at all times.
- Cleans and maintains all butcher equipment, utensils and supplies.
- Checks in daily fish, meat and poultry deliveries to ensure quality meets purchase specification requirements.
- Provides chefs with a daily list of available seafood, including the "Catch of the Day."
- Maintains proper par-levels of items required for day-to-day operation.
- Makes sure that all items are wrapped all meats with date and name of company.
- Rotates all meats.
- Makes sure that seafood and fish are iced-down daily.
- Prepares meats according to club's quality, portion and presentation standards.
- Records daily butchered yields and delivers a daily Butcher Yields Sheet to the Executive Chef.
- Ensures that all products are used on a timely basis. Maintains an inventory of non-moving and slow-moving items.
- Covers, dates and neatly stores all re-usable leftover products.
- Sets up, maintains and breaks down butcher station.
- Notifies Sous Chef in advance of all expected shortages.
- Ensures that work station and equipment are clean and sanitary.
- Reports defective or non-working equipment immediately to the Sous Chef.
- Makes recommendations for the maintenance, repair and upkeep of the butcher shop area and equipment.
- Makes sure that preparation areas for fish, meat, poultry and seafood are kept separate to avoid cross-contamination and keeps cooked products from raw products.
- Requisitions supplies as needed to produce daily mise en place and places orders to storeroom at least one day in advance.
- Adheres to state and local health and safety regulations.
- Maintains safety and security in work station.
- Performs end-of-month inventory with the assistance of the Sous Chef and a designated Accounting employee.
- Meets as needed with the Banquet Chef and Sous Chef to review all upcoming function needs.

- Attends staff meetings.
- Performs other duties as assigned by Sous Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Ongoing work with electric and hand-operated cutting equipment and tools.
- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Catering Manager

Related Titles: Special Events Manager; Account Executive; Catering Director, Catering and Banquet Coordinator

Reports to: Food and Beverage Director

Supervises: Catering Account Executive, Events Coordinator, Catering support staff

Classification:

Education and/or Experience

- High School diploma or GED; one year of related experience and/or training.
- Two years of experience in catering operations.
- Extensive knowledge of the private club industry's food and beverage operations

Job Knowledge, Core Competencies and Expectations

- Promote the club's dining facilities for private banquets, business and social meetings and other member-related activities.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for all day-to-day catering services. Develop contracts for and oversee all administrative and operational aspects of preparing and selling events and catered parties. Work with banquet and other departments to assure that the members' and guests' expectations are exceeded and the highest quality food and service are delivered.

Job Tasks/Duties

- Promotes, advertises and markets the club's social event facilities and capabilities to all members.
- Assists members in arrangements for special dinner requests in the dining room.
- Helps member clients arrange banquets, luncheons, meetings, weddings, dances and other social events; obtains pertinent information needed for guest planning.
- Works with the Executive Chef to determine selling prices, menus and other details for catered events; oversees the development of contracts; assures that pre-planned banquet menu offerings are current and reflect general member interests.
- Transmits necessary information to and coordinates event planning with production, serving and housekeeping staff; arranges for printing of menus, procuring of decorations, entertainment and other special requests, etc.
- Inspects finished arrangements; may be present to oversee the actual greeting and serving of guests.
- Checks function sheets against actual room setup; oversees personnel scheduling for special functions and may help supervise service personnel.
- Oversees scheduling of banquet service employee meetings.
- Responsible for hands-on service work when needed and orchestrating events when necessary.
- Manages complaints.
- Maintains past and potential client files; schedules calls or visits to assess ongoing needs of prospective clients for catering services.
- Assists with completion of in-house banquet event orders (BEOs).
- Helps develop catering budgets; reviews financial reports and takes corrective actions as appropriate to help assure that budget goals are met.
- Represents members' needs and interests on applicable club committees.
- Obtains necessary permits for special events and functions.
- Critiques functions to determine future needs and to implement necessary changes for increased quality.
- Attends staff and management meetings to review policies and procedures, future business and to continually develop quality and image of banquet functions.
- Ensures the security of club's members and guests' valuables during catered events.
- Assumes responsibility of manager-on-duty when necessary.

- Ensures that proper housekeeping and energy conservation procedures are always followed.
- Plans professional development and training activities for subordinate staff.
- Diagrams room layout, banquet item placement and related function details.
- Meets with other department managers to plan food and beverage aspects of special events organized by the staff members.
- Manages banquet billing and arranges prompt payment for all events.
- Updates weekly function information for all affected staff.
- Serves as liaison between kitchen, service and management staff.
- Maintains club's master calendar and function book.
- Performs special projects as assigned by the Food and Beverage Director.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Catering Account Executive

Related Titles: Account Executive; Catering Sales Agent

Reports to: Catering Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED with at least a two-year degree from an accredited university in Business Administration, Marketing, Hotel and Restaurant Management or related major.
- No degree but two years of experience in the catering sales business or in the marketing of member or guest services.

Job Knowledge, Core Competencies and Expectations

- Knowledge of food and beverage operations and principles of promoting and selling products and services.
- Ability to assess members' or guests' needs and evaluate their satisfaction following the function.
- The ability to gather and organize information using a logical and systematic process.
- The ability to devise unusual or creative ideas around a function's theme and develop creative approaches to problem solving.
- Ability to communicate effectively both orally and in writing.
- Use negotiating skills and creative selling abilities to finalize contracts.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Help members plan special catered functions that meet their ideal and special needs. Interact closely with Catering Manager and others to ensure that financial goals are attained for each event.

Job Tasks/Duties

- Implements aggressive, ongoing sales campaign to alert members to the club's banquet operations and capabilities.
- Responds to incoming catering and banquet opportunities for the club.
- Continually explores and contacts potential new sales sources as permitted by club's bylaws.
- Makes banquet menu suggestions.
- Helps members plan special events, including menus, entertainment, theme, decorations and other aspects that best meet their needs and will exceed their expectations.
- Represents members' needs and interests on banquet function committees.
- Maintains current and accurate member files for all events.
- Assists the Catering Manager in developing, implementing and monitoring budget for the Catering Department; takes corrective actions as necessary to help assure that financial goals are met.
- Assists the Catering Manager in developing, implementing and monitoring the annual sales (marketing) plan for the Catering Department.
- Coordinates and assists with the set-up and delivery of assigned banquet events.
- Compiles and manages various sales and other reports detailing the operation of the Catering Department.
- Attends staff meetings.
- Assists the Catering Manager with special projects as assigned.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to sit and stand for long periods of time.
- Must be able to stoop, kneel and crouch.
- This position requires use of close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Cook's Helper

Related Titles: Assistant Cook; Apprentice Cook; Cook-Trainee; Cook; Kitchen Helper

Reports to: Banquet Cook or Sous Chef

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Must be at least 18 years of age.
- Have a High School diploma or GED.
- Previous restaurant or hospitality industry cooking experience preferred.

Job Knowledge, Core Competencies and Expectations

- Awareness of occupational hazards and safety precautions and skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Assist in the pre-preparation of food products. Obtain necessary ingredients and clean food-preparation equipment, utensils and work areas.

Job Tasks/Duties

- Assists cooks in their tasks.
- Obtains necessary products and small equipment items required for food preparation.
- Carefully follows standard recipes while preparing all assigned items.
- Follows manufacturers' instructions when operating food production and serving equipment.
- Consistently uses safe and sanitary food handling practices, including those related to personal hygiene.
- Returns soiled food preparation utensils and other small wares to the proper areas.
- Maintains a clean work station, including equipment used for food preparation tasks.
- Attends department and staff meetings.
- Performs other appropriate tasks assigned by the Banquet Cook or Sous Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Dining Room Manager

Related Titles: Restaurant Manager; Restaurant Supervisor (Director); Dining Room Supervisor; Dining Service Director; Host or Hostess; Receptionist; Captain; Maitre D'; Member Dining Manager; Service Manager; Restaurant Manager/Assistant Manager

Reports to: Food and Beverage Director

Supervises: Dining Room Captain

Classification:

Education and/or Experience

- High school diploma or GED required.
- A four-year college degree in Hospitality is preferred.
- Three years of dining room supervisory experience in private club.

Job Knowledge, Core Competencies and Expectations

- Responsible for management of dining room service in the main clubhouse.
- Maintains a high level of member contact throughout service hours.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Assure a high standard of appearance, hospitality and service in personnel and cleanliness of dining room. Ensures timeliness of food service. Supervise and train dining room staff. Manage within budgetary restraints. Develop and implement programs to increase revenues through repeat business and higher check averages.

Job Tasks/Duties

- Designs floor plans according to reservations.
- Plans dining room set-up based on anticipated guest counts and client needs.
- Takes reservations, checks table reservation schedules and maintains reservations log.
- Greets and seats members and guests.
- Inspects dining room employees to ensure that they are in proper and clean uniforms at all times.
- Hires, trains, supervises, schedules and evaluates dining room staff.
- Confirms time, attendance and hours worked and approves weekly departmental payroll prior to submitting it to the Payroll Office.
- Produces daily or meal-period revenue analyses and other reports from point of sale (POS) systems used in the dining room.
- Performs daily POS closeout and tip distribution requirements (if applicable). Verifies proper distribution of tips and hours for employees and submits to Payroll Office.
- Provides appropriate reports concerning employee hours, schedules, pay rates, job changes, tip pools, etc.
- Receives and resolves complaints concerning dining room service.
- Serves as liaison between the dining room and kitchen staff.
- Assures that all side-work is accomplished and that all cleaning of equipment and storage areas is completed according to schedule.
- Directs pre-meal meetings with dining room personnel; relays pertinent information such as house count and menu changes, special member requests, etc.
- Able to lead staff through all service types such as American, Russian, French and Buffet.
- Assures the correct appearance, cleanliness and safety of dining room areas, equipment and fixtures; checks the maintenance of all equipment in the dining room and reports deficiencies and maintenance concerns.
- Makes suggestions about improvements in dining room service procedures and layout.
- Trains staff on all aspects of the POS system.
- Develops and supervises the revenue control system.
- Assures that the dining room and other club areas are secure at the end of the business day.
- Maintains an inventory of dining room items including silverware, coffee pots, water pitchers, glassware,

flatware and china, salt and pepper holders, sugar bowls and linen and ensures that they are properly stored and accounted for.

- Develops and maintains the dining room reservation system.
- Develops and implements an ongoing marketing program to increase dining room business.
- Monitors dining room labor and supplies budget; makes adjustments to achieve financial goals.
- Utilizes computer to accurately charge members, create forecast and revenue reports and write correspondence.
- Develops and continually updates and refines policy and procedure manuals for service staff to increase quality and to control costs.
- Assists in service and tableside cookery, as needed.
- Attends scheduled staff meetings.
- Plans operating budget for dining service responsibilities.
- May serve as club's opening and closing manager or manager on duty.
- Works with Executive Chef to update, review and print weekly menu changes.
- Assists in developing wine lists and beverage promotions.
- Tracks wine sales.
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.
- Performs other appropriate assignments and projects as required by the Food and Beverage Director.

Licenses and Special Permits

- Alcoholic beverage certification.
- Food safety certification.

Physical Demands and Work Environment:

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Dining Room Captain

Related Titles: Host or Hostess; Receptionist; Dining Room Manager; Dining Room Supervisor; Assistant Dining Room Manager

Reports to: Dining Room Manager

Supervises: Food Server

Classification:

Education and/or Experience

- High School education or equivalent.
- Previous fine dining and/or banquet experience.
- Minimum two years of experience as a head waiter or wait staff supervisor in a fine dining venue.

Job Knowledge, Core Competencies and Expectations

- Knowledge of the principles, procedures and equipment used in the storage, care, preparation, cooking, dispensing and serving of food in large quantities.
- Ability to suggestively sell wine and cocktails.
- Good organizational and follow-through skills.
- Ability to demonstrate proper wine service.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Manage food and beverage service for members and guests in the dining room. Supervise dining room staff. Maintain order and cleanliness and ensure that member satisfaction standards are consistently attained.

Job Tasks/Duties

- Greets members and guests.
- Suggests and describes available appetizers, entrees, desserts, alcoholic beverages and wines to members and guests.
- Coordinates food service between kitchen and service staff.
- Inspects all linens daily for proper appearance.
- Maintains all silver and copper service ware items.
- Resolves member and guest complaints.
- Assures that all safety, accident and emergency policies and procedures are in place and consistently followed.
- Assures that revenue control procedures are continually followed.
- Selects, trains, schedules, supervises and evaluates service staff.
- Inspects dining room to ensure proper maintenance, cleanliness and safety.
- Provides layout and design recommendations to applicable managers.
- Suggests dining room decorations for special themes.
- Assures that pre-opening and closing cleaning tasks are assigned and completed as required.
- Manages the guest reservation system and a waiting list, if necessary.
- Assists with service of food and beverages in outlets and for special functions when needed.
- Assists with table clearing and re-setting as needed.
- Suggests when additional service supplies and small equipment are needed.
- Enforces established rules, regulations and policies.
- May serve as club's opening or closing manager or manager on duty.
- Assists in dining room inventory assessments.
- Suggestively sells daily specials to all members and guests.
- Conducts pre-service employee briefings (line-up meetings).
- Assures that local and state laws and the club's policies and procedures for the service of alcoholic beverages are consistently followed.

- Coordinates any special requests including dietary needs with the Executive Chef.
- Completes other appropriate assignments made by the Dining Room Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.
- Of legal age to serve alcoholic beverages.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Dishwasher

Related Titles: Steward; Pot Washer; Utility Person; Dishwasher Operator

Reports to: Executive Steward

Supervises: No supervisory duties are included in this position.

Classification:

Education, Certification and Experience

- High School diploma or GED.

Job Knowledge, Core Competencies and Expectations

- Ensure that kitchen area is kept clean and tidy at all times to prevent any health or safety hazards.
- Wash dishes, glassware, utensils, pots and pans and other small wares according equipment operating requirements and the club's standard operating procedures.
- Report all accidents, illnesses or "near-miss" incidents immediately to manager on duty or supervisor.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for general cleanliness of the main kitchen dish area and other Food and Beverage kitchen prep areas. Wash and properly store all cooking utensils, china equipment, flatware and glassware.

Job Tasks/Duties

- Washes all wares in dishwashing machine or by hand according to applicable food safety and other codes and regulations.
- Polishes all silverware, platters and chafing dishes.
- Collects trash from kitchen areas; empties garbage cans and washes and re-lines with new bags; breaks down boxes, crates and removes debris.
- Examines garbage for misplaced silverware, dishes, glassware and other reusable items.
- Washes and polishes all stainless steel in the kitchen including shelves, dish cabinets, ice machines, coffee area, refrigerators and walk-ins.
- Washes and cleans receiving, trash and other kitchen-related areas.
- Sweeps and mops kitchen floors.
- Stores all dishes and other wares in proper areas.
- Cleans dish machine and dish area according to pre-established schedule.
- Performs other tasks such as assisting in food preparation, storing foods after delivery and cleaning coolers, freezers and storerooms.
- Maintains inventories of soap, chemicals and paper towels.
- Transfers supplies and equipment between storage and work areas.
- Handles all china and glassware carefully to minimize breakage.
- Continuously inspects floors in kitchen areas to assure they remain clean, dry and clear of debris.
- Assists in completing weekly kitchen cleaning and maintenance list.
- Cleans and safely stores all brooms, mops and other cleaning equipment in proper places.
- Uses all chemical cleaning supplies in a safe and careful manner.
- Helps food servers by prioritizing the washing of specified service items.
- Understands and consistently follows proper sanitation practices including those for personal hygiene.
- Attends departmental staff meetings.
- Performs other appropriate tasks assigned by the Executive Steward.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Executive Chef

Related Titles: Chef; Food Production Manager; Culinary Director (Manager); Chef de Cuisine; Working Chef; Head Chef

Reports to: Food and Beverage Director

Supervises: Executive Steward; Banquet Chef; Sous Chef; Pastry Chef

Classification:

Education and/or Experience

- Bachelor's degree in Culinary Arts and/or Hospitality Management degree and eight years food production and management experience; or
- 15 years relevant experience; or any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

Job Knowledge, Core Competencies and Expectations

- Exceptional cooking skills.
- Plans and monitors all food-production-related costs.
- Plans menus with Food and Beverage Director.
- Develops food purchase specifications and standard recipes.
- Maintains food quality and sanitation standards.
- Ability to pair/match wine and food and develops a wine list with the Food and Beverage Director.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for all food and pastry production, including that sold in restaurants, banquet functions and other outlets. Develop menus, food purchase specifications and recipes. Supervises production and pastry staff. Develop and monitor food and labor budgets for the department. Maintain highest professional food quality and sanitation standards.

Job Tasks/Duties

- Hires, trains, supervises, schedules and evaluates the work of management staff in the food and pastry production departments.
- Plans menus with Food and Beverage Director for all food outlets in the club and for special occasions and events.
- Schedules and coordinates the work of chefs, cooks and other kitchen employees to assure that food preparation is economical and technically correct and within budgeted labor cost goals.
- Approves the requisition of products and other necessary food supplies.
- Ensures that high standards of sanitation, cleanliness and safety are maintained throughout all kitchen areas at all times.
- Establishes controls to minimize food and supply waste and theft.
- Safeguards all food-preparation employees by implementing training to increase their knowledge about safety, sanitation and accident-prevention principles.
- Develops standard recipes and techniques for food preparation and presentation that help to assure consistently high quality and to minimize food costs; exercises portion control for all items served and assists in establishing menu selling prices.
- Prepares necessary data for applicable parts of the budget; projects annual food, labor and other costs and monitors actual financial results; takes corrective action as necessary to help assure that financial goals are met.
- Attends food and beverage staff and management meetings.
- Consults with the banquet function committee about food production aspects of special events being planned.
- Cooks or directly supervises the cooking of items that require skillful preparation.
- Evaluates food products to assure that quality standards are consistently attained.

- Interacts with applicable food and beverage managers to assure that food production consistently exceeds the expectations of members and guests.
- Plans and manages the employee meal program.
- Develops policies and procedures to enhance and measure quality; continually updates written policies and procedures to reflect state-of-the-art techniques, equipment and terminology.
- Recruits and makes selection decisions; evaluates job performance of kitchen staff; coaches, rewards and disciplines staff in a fair and legal manner.
- Recommends compensation rates and increases for kitchen staff.
- Establishes and maintains a regular cleaning and maintenance schedule for all kitchen areas and equipment.
- Provides training and professional development opportunities for all kitchen staff.
- Ensures that representatives from the kitchen attend service line-ups and meetings.
- Motivates and develops staff, including cross-training and promotion of personnel.
- Periodically visits dining area to welcome members.
- Hosts taste panels to assess feasibility of proposed menu items.
- Reviews and approves product purchase specifications.
- Establishes buffet presentations.
- Maintains physical presence during times of high business volume.
- Implements safety training programs; manages OSHA-related aspects of kitchen safety and maintains MSDSs in easily accessible location.
- Understands and consistently follows proper sanitation practices including those for personal hygiene.
- Undertakes special projects as assigned by the Food and Beverage Director.

Licenses and Special Requirements

- Certification from American Culinary Association or other professional hospitality association.
- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Executive Steward

Related Titles: Chief Steward; Steward Supervisor

Reports to: Executive Chef

Supervises: Steward; Dishwasher; Pot washer

Classification:

Education and/or Experience

- High School diploma or GED.
- At least two years of supervisory experience in a comparable position.

Job Knowledge, Core Competencies and Expectations

- Knowledge of proper procedures and use of chemicals to properly clean service ware, pots and pans, work stations, and general areas within kitchen.
- Basic understanding of chemicals.
- Work in compliance of OSHA regulations (specifically Section 28) and club's health and safety policies and procedures.
- Ensure that kitchen area is kept clean and tidy at all times to prevent any health or safety hazards.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Supervise the activities of kitchen employees who ensure proper ware and pot washing, sanitation of food preparation and storage areas and maximized efficiency of the operation.

Job Tasks/Duties

- Supervises and coordinates the activities of ware and pot washers, night cleaners and other non-cooking kitchen workers to ensure the smooth and efficient operation of the kitchen.
- Assures proper staffing levels and payroll controls.
- Approves and requisitions sufficient cleaning and other supplies for efficient service.
- Develops and maintains controls against theft and waste.
- Assures use of proper sanitation and hygiene techniques for all cleaning tasks.
- Performs all necessary supervisory functions for subordinates; develops performance standards; trains; directs ongoing work.
- Requisitions china, glassware, etc., for the operation to ensure sufficient supplies for efficient service.
- Assists in the performance of kitchen cleaning and sanitizing tasks, when necessary.
- Conducts physical inspections of kitchen preparation and storage areas to assure that sanitation standards are consistently attained and that areas are organized with appropriate security precautions in place.
- Plans and delivers safety training including that related to proper storage and use of cleaning chemicals; maintains MSDSs in convenient location.
- Attends departmental and staff meetings.
- Performs other tasks as requested by the Executive Chef.

Licenses and Special Requirements

- Workplace Hazardous Materials Information System (WHMIS) certification.
- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Food and Beverage Training Manager

Related Titles: None

Reports to: Food and Beverage Director

Supervises: No supervisory duties are included in the position.

Classification:

Education and/or Experience

- Four-year college degree, preferably in the Hospitality Management field with course work in Education and Communications.
- Previous experience in upscale hospitality operation.

Job Knowledge, Core Competencies and Expectations

- Public speaking and training program planning, delivery and evaluation experience.
- Excellent communication (verbal and written) and interpersonal and managerial skills.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Work with food and beverage managers to train food and beverage personnel with the objective of maximizing the sales and profitability of the club's entire culinary and dining operation.

Job Tasks/Duties

- Responsible for training and developing food and beverage staffs, including managers.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Helps plan and approve the organizational chart, staffing and job description/specifications for all department staff.
- Motivates management staff, FOH staff and BOH staff to be consistent in performing their jobs and to constantly do their best.
- Creates and implements training that is given to all new hires and updates training for all staff. Supervises constantly with on-the-job training to achieve maximum efficiency and member satisfaction.
- Enhance member service by interacting daily with members and employees.

Licenses and Special Requirements

- Training certification from hospitality association.
- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Food Runner

Related Title: Expediter

Reports to: Dining Room Captain

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- One month related experience or training.

Job Knowledge, Core Competencies and Expectations

- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Ensures prompt and polite service to the members and guests. Serves as the liaison between the kitchen and servers. Carries food trays to appropriate tables and serves food to guests. Responsible for preparing service stations, clearing and resetting tables, removing all trays from the dining/banquet rooms and cleaning and closing service stations.

Job Tasks/Duties

- Assists servers.
- Ensures all service stations in the kitchen are stocked and ready for service.
- Ensures plated hot food leaves the kitchen quickly.
- Carefully matches all food items to correct orders.
- Carries food trays to tables using the correct seat positions on the ticket
- Maintains cleanliness of service stations in kitchen while ensuring that the kitchen is free from clutter and that the kitchen floor is a clean and safe work area.
- Ensures that bread, soup and other food products are available.
- Ensures that all items in “to go” orders are correctly assembled and labels them by stapling the ticket to the bag.
- Wipes up spills or drips on the rims of dishes and ensures the consistency of plate presentation.
- Assists Server Assistants in the dining room with clearing soiled dishes, filling waters and setting the dining room.
- Breaks down and cleans service stations in the kitchen at the end of the shift.
- Reports complaints to manager on duty when received.
- Opens meeting rooms and function areas prior to the start of the meetings and functions.
- Empties trash from meeting rooms and function areas.
- Verifies that all scheduled functions are set according to Banquet Event Order specifications.
- Responsible for the cleanliness and order of all public areas adjacent to banquet functions.
- Responsible for storing equipment and materials properly and in the correct areas.
- Ensures that all storerooms and equipment storage areas are orderly and clean.
- Sets up indoor meeting and outdoor banquet function areas with the appropriate equipment and materials, including tables, chairs, glasses, china and any other items requested.
- Inspects equipment for defects, cleanliness or any maintenance that needs to be completed and reported to supervisor.
- Sets lighting, props, floral arrangement, decorations, etc., as specified in the Banquet Event Orders.
- Responsible for setting coffee breaks according to Food and Beverage standards.
- Retrieves and returns function linens to proper locations.
- Prepares all banquet functions for the following day according to the supervisor’s directions and Banquet Event Order.
- Performs other duties as assigned.

Licenses and Special Requirements

- Food handler's permit.
- Alcoholic beverage certification.
- Of legal age to serve alcoholic beverages.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch, and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Food Server

Related Titles: Server; Waiter or Waitress; (Name of) Outlet Server; (Name of) Outlet Asst.; Food and Beverage Server

Reports to: Dining Room Captain; Dining Room Manager or Supervisor; Outlet Manager

Supervises: No supervisory duties included in this position

Classification:

Education and/or Experience

- Grade 12 education.
- Two years of comparable wait service experience preferred.
- The ability to read, write and execute basic math skills.

Job Knowledge, Core Competencies and Expectations

- Greet and acknowledge members and guests.
- Is knowledgeable about the menu, buffet and wine list.
- Ability to time the service of each course.
- Learns members' names and their special preferences.
- Knowledge of wines and spirits.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Provide food and beverage service to club members and guests.

Job Tasks/Duties

- Sets up side station and performs assigned side (prep) work.
- Provides immediate attention to all members and guests upon seating.
- Makes sure that children are in the appropriate type of seat and are safe and secure.
- Distributes food and wine menus; answers questions.
- Fills glasses with ice water and suggests menu items.
- Ensure that the correct account numbers and names are given for billing.
- Efficiently serves food and drinks in a friendly and courteous manner, offers suggestions on daily specials and wine selections.
- Places orders with kitchen; informs cooks about any special cooking instructions.
- Assembles food on tray; procures items from each station as necessary.
- Serves meals; places dishes by courses in front of each person.
- Checks back to ensure member and guest satisfaction; replenishes water and butter as necessary.
- Removes soiled dishes. Clears tables after each course and resets them with appropriate silverware.
- Presents dessert menus, suggests and serves dessert, coffee and after-dinner drinks.
- Verifies accuracy of prices, state and federal taxes, tips and other charges on all checks.
- Presents the bill.
- Handles all cash and credit card charges as prescribed by standard operating procedures.
- Keeps dining room and bus station areas clean.
- Clears, cleans and resets tables that have been vacated.
- Advises supervisor of any complaints as soon as they occur.
- Performs clean-up and closing duties as assigned by manager.
- Attends pre-meal meetings as requested by the Dining Room Captain; Dining Room Supervisor; Dining Room Manager; or Outlet Manager.
- Turns in signed tip declaration form weekly.
- Thanks members and guests; invites them to return.
- Consistently follows local and state laws and the club's policies and procedures for the service of alcoholic beverages to members and guests.

- Performs other appropriate duties assigned by Dining Room Manager or Outlet Manager.

Licenses and Special Requirements

- Food safety certification.
- Of legal age to serve alcoholic beverages.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Food and Beverage Director

Related Titles: Food and Beverage Manager; Food and Service Manager; Dining Services and Beverage Director (Manager); Food Manager; Maitre d' Hotel; Food and Beverage Services Director

Reports to: General Manager

Supervises: Executive Chef; Catering Manager; Beverage Manager; Banquet Manager; Dining Room Manager; Outlet Manager; Food and Beverage Training Manager

Classification:

Education and/or Experience

- Four-year college or university degree in Hospitality Management or Culinary Arts.
- Ten years or more as a food and beverage manager with five of those years in a similar position in a fine dining situation.

Job Knowledge, Core Competencies and Expectations

- Food and beverage cost controls and operating procedures.
- Accounting.
- Menu design.
- Marketing and promotions.
- Wine, spirits and bar operations.
- Point-of-sales systems.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Build a team, train, and maintain employee teams.
- Effective communication through all department levels and throughout club.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for club's dining services and all food and beverage production throughout the club. Directly supervises the Executive Chef, Catering Manager, Beverage Manager, Banquet Manager, Dining Room Manager and managers of all other outlets such as snack bars, half-way houses, etc. Plans, implements and monitors departmental budgets. Hires, trains and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

Job Tasks/Duties

- Develops an operating budget for each of the department's revenue outlets; monitors and takes corrective action as necessary to help assure that budgeted sales and cost goals are attained.
- Develops a capital budget for all necessary food and beverage equipment and recommends facility renovation needs.
- Ensures that adequate cash procedures are followed and that documentation is reported in an accurate and timely manner.
- Responsible for proper cash and charge procedures, guest check analysis, tip reports, ticket controls and daily sales reports and analysis.
- Manages the department's long-range staffing needs.
- Assists in recruitment, training, supervision and termination of food and beverage staff.
- Helps plan and approves the organizational chart and staffing and scheduling plans.
- Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented.
- Monitors employee records to minimize overtime and keep labor costs within budget.
- Assures that all standard operating procedures for revenue and cost control are in place and consistently

followed.

- Assures that all applicable club policies and procedures are followed.
- Helps plan and approves external and internal marketing and sales promotion activities for the department's outlets and special club events.
- Approves menu items, pricing, and menu designs for all outlets, special events and banquet events.
- Establishes quantity and quality output standards for personnel in all positions within the department.
- Ensures all legal requirements are consistently followed, including wage/ hour and federal, state or local laws for food safety and the sale/consumption of alcoholic beverages.
- Ensure all energy management, preventive maintenance and other standards are consistently met.
- Ensures that all new employees receive the appropriate safety instructions and training; establishes and enforces all safety policies and procedures including OSHA regulations and ensures that appropriate proof of training is documented to the employees' personnel files.
- Researches new products and evaluates their cost and profit benefits.
- Maintains food and beverage personnel records.
- Monitors purchasing and receiving procedures to ensure proper quantity, quality and price for all purchases.
- Reviews new techniques for food preparation and presentation to maximize member and guest satisfaction and minimize food costs.
- Consults daily with the Executive Chef, Catering Director, Purchasing Agent and other club administrators to help assure the highest level of member satisfaction at minimum cost.
- Greets guests and oversees actual service on a routine, random basis.
- Helps develop wine lists and wine sales promotion programs.
- Establishes, updates and maintains all written standards and procedures for the department as needed.
- Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken.
- Serves as an *ad hoc* member of appropriate club committees.
- Monitors appearance, upkeep and cleanliness of all food and beverage equipment and facilities.
- Monitors employee dress codes according to policies and procedures.
- Approves all product invoices before submitting to the Accounting Department.
- Monitors or manages physical inventory verification and provides updated information to the Accounting Department.
- Responsible for the proper accounting and reconciliation of the point-of-sale and member revenues.
- Maintains records of special events, house counts, food covers and daily business volumes.
- Ensures that an accurate reservation system is in place.
- Audits and approves weekly payroll.
- Approves all entertainment.
- Responsible for long-range planning for the department in concert with the club's planning process.
- Establishes and maintains professional business relations with vendors.
- Works with the club's Controller or Chief Financial Officer to identify and develop operating reports and for ongoing control of the department.
- Recommends operating hours for all food and beverage outlets.
- Serves as manager-on-duty on a scheduled basis.
- Ensure timely correspondence with all catering guests including inquiry, follow-up, contracts, billings and thank-you letters.
- Complete periodic china, glass, and silverware inventories.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments from the General Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Fry Cook

Related Titles: Night Fry Cook; Assistant Fry Cook; Head Fry Cook; Line Cook

Reports to: Sous Chef

Classification:

Supervises: No supervisory duties are included in this position.

Education and/or Experience

- High School diploma or GED.
- At least three months related experience or training.
- Must become familiar with all kitchen equipment and machinery.

Job Knowledge, Core Competencies and Expectations

- Must have the knowledge of basic culinary fundamentals.
- Must use precaution to avoid burns from hot fat and grease, but should be familiar with treating such injuries should they occur.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Place items required for work station according to par sheets or instructions from Sous Chef.

Prepare products assigned to work station during service.

Job Tasks/Duties

- Prepares meats, seafood, vegetables and other items required for line and special function purposes.
- Carefully follows standard recipes when pre-preparing and preparing all items.
- Uses food preparation equipment according to manufacturers' instructions.
- Cleans work station.
- Returns unused food products to proper storage areas.
- Assists with preparation of other food products on serving line as needed.
- Consistently uses safe and sanitary food handling practices including those related to personal hygiene.
- Returns soiled food preparation utensils and other small wares to the proper areas.
- Makes recommendations for maintenance, repair and upkeep of the fry area and equipment.
- Attends kitchen staff meetings.
- Completes other appropriate tasks as assigned by the Sous Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Garde Manger Chef

Related Titles: Cold Food Cook; Garde Manger Cook (Helper); Pantry Specialist

Reports to: Sous Chef

Supervises: There are no supervisory duties in this position.

Classification:

Education and/or Experience

- Must be 18 years of age or older.
- Some culinary work experience.

Job Knowledge, Core Competencies and Expectations

- Knowledge of basic culinary fundamentals.
- Ability to prepare cold food items required for club's menus.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Prepare cold products according to club's standard recipes. Responsible for maintaining the inventory of all dressings and vinaigrettes needed by the à la carte and banquet departments.

Job Tasks/ Duties

- Slices and pre-ports cold cooked meat, fish and poultry; garnishes them in an appetizing and tasteful manner.
- Prepares appetizers, hors d'oeuvres, centerpieces and relishes in an attractive manner.
- Prepares cold sauces, jellies, stuffing, salad dressings and sandwiches using club's standard recipes.
- Requisitions food supplies necessary to produce the items on the menu.
- Adheres to state and local health and safety regulations.
- Maintains the highest sanitary standards.
- Notifies Sous Chef in advance of expected shortages.
- Maintains security and safety in work area.
- Ensures that work area and equipment are clean and sanitary.
- Covers, dates and neatly stores reusable leftover products.
- Attends staff meetings.
- Assists with other duties as instructed by the Sous Chef and the Executive Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend stretch, and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Line Prep Cook

Related Titles: Prep Cook; Cook; Line Cook

Reports to: Sous Chef

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED.
- Successful completion of a two-year course at culinary school.
- A minimum of two years of experience in kitchen preparation and cooking.

Job Knowledge, Core Competencies and Expectations

- Prepares menu items as needed for member or guest service.
- Follows all state and local health and food safety regulations.
- Follows all safety procedures for operating and cleaning machinery.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Cooks and prepares a variety of food products, including meats, seafood, poultry, vegetables, sauces and stocks according to the club's standard recipes using a variety of equipment and utensils according to the daily prep list.

Job Tasks/Duties

- Take inventory of all items required for station set-up and determine those items that require preparation.
- Prepares items according to standard recipes.
- Coordinates and times orders with other kitchen operations.
- Requisitions items needed to produce menu items.
- Notifies Sous Chef of expected shortages.
- Ensures that assigned work areas and equipment are clean and sanitary.
- Sets-up, maintains and breaks down prep cook station.
- Covers, dates and neatly stores all leftover products that are re-usable.
- Makes recommendations for maintenance, repair and upkeep of the line prep area and equipment.
- Closes the kitchen properly using the closing checklist.
- Attends kitchen staff meetings and offers suggestions for improvements.
- Assists with other duties as assigned by Sous Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Outlet Manager

Related Titles: Snack Bar Manager; Halfway House Manager; Concessions Manager, Men's Grill Manager; Grill Manager; Casual Dining Manager; Outlet Supervisor

Reports to: Food and Beverage Director

Supervises: Outlet Assistant

Classification:

Education and/or Experience

- Associate's degree in culinary arts or business management.
- Some food preparation and/or food service experience.

Job Knowledge, Core Competencies and Expectations

- Ability to prepare and/or serve foods and beverages and supervise employees.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Manage food and beverage service in the outlets. Provide informal and fast-food services. Maintain cleanliness. Supervise employees, order supplies, implement controls and manage effectively to ensure that budgeted food, labor, supplies and other cost goals are maintained.

Job Tasks/Duties

- Provides food and beverage service according to club's standards.
- Maintains cleanliness of production and service equipment and of production, storeroom, service and other areas.
- Ensures foods are held at safe storage temperatures.
- Supervises personnel to assure highest productivity and conduct.
- Maintains accurate payroll time records and reports.
- Ensures that required revenue control procedures are consistently used.
- Gives food prep assignments during off-peak periods, as needed.
- Requisitions supplies from club's kitchen and storeroom and ensures proper transfer and storage.
- Provides adequate display of garnishes and condiments on "self-serve" basis.
- Complies with applicable health, alcoholic beverage, fire and other laws and requirements.
- Inspects outlet facility to ensure that sanitation, safety, energy management, preventive maintenance and other programs are in place in areas of responsibility.
- Develops outlet's budget and monitors to ensure that financial goals are attained.
- Produces daily or meal-period revenue analysis and other point-of-sale (POS) reports.
- Processes member billing; completes POS daily closeout.
- Provides employee hour, schedule, payroll, tip pool and other reports.
- Makes product suggestions to staff to increase sales and heighten member satisfaction.
- Assists with the production and service of food and beverage products, as necessary.
- Hires, trains, supervises, schedules and evaluates assigned staff.
- Receives and resolves complaints applicable to the outlet.
- Maintains and monitors an inventory of all outlet products, supplies, small equipment and other items.
- Develops and updates procedures manual for the assigned outlet.
- Consistently complies with the club's policies and procedures for the service of alcoholic beverages to members and guests.
- Suggests menu additions based on member and guest requests.
- Completes other appropriate assignments made by the Food and Beverage Director.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Pastry Chef

Related Titles: Baker; Head Baker

Reports to: Executive Chef

Supervises: Baker and/or Baker's Helper

Classification:

Education and/or Experience

- High School graduate or GED.
- Certificate or diploma from a recognized bakery and pastry culinary arts training or degree program.
- At least three years of experience as a pastry chef in a retail, club, hotel, restaurant or institutional setting.

Job Knowledge, Core Competencies and Expectations

- Knowledge of pastry production principles.
- Cake and other pastry decoration skills.
- Able to use kitchen equipment including large-capacity mixer, ice cream machine, convection oven, pizza oven, proofer, robo coupe or other food processor, 40-gallon steam kettle and steam cabinet.
- Ensures that work area is safe and secure.
- Attention to detail, knowledge of ingredients and an aesthetic/artistic eye.
- Adheres to state and local health and safety regulations.
- Maintains the highest sanitary conditions.
- Maintains high standards of quality appearance for all food prepared and served.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for all pastry production for the dining room and all other club functions. Develop pastry-related recipes and ingredient purchase specifications. Decorate pastry items for special events such as buffets and receptions. Supervise bakery employees. Assist in budget development and monitoring for bakery. Maintain highest professional food quality and sanitation standards.

Job Tasks/Duties

- Hires, trains, supervises, schedules and evaluates all subordinate Bake Shop personnel.
- Plans, prepares and decorates special pastry items as necessary.
- Approves the requisitioning of all products and supplies needed for the bakery.
- Ensures that high standards of sanitation and cleanliness are maintained throughout the bake shop at all times.
- Establishes controls to minimize food and supply waste and theft.
- Safeguards all bake shop employees by implementing training to increase their knowledge about safety, sanitation and accident prevention principles.
- Develops Bake Shop recipes and techniques for pastry production that help to assure consistent high quality; exercises portion control over bake shop items.
- Prepares preliminary budget for the Bake Shop; projects annual food and labor costs; monitors financial results; takes corrective action when necessary to help assure that financial goals are met.
- Attends regular meetings with Executive Chef, Food and Beverage Director and other managers and employees.
- Consults with Banquet Function Committee about pastry-related aspects of special events being planned.
- Evaluates Bake Shop products to assure that quality standards are consistently attained.
- Prepares all baked goods, puddings, gelatins, frozen desserts, stewed and baked fruits, pies, cakes, pastries, icings, custards, fondants and fillings used in desserts.
- Oversees pastry cart and buffet dessert table setup and presentation.
- Understands and consistently follows proper sanitation practices including those for personal hygiene.
- Performs other tasks as assigned by the Executive Chef.

Licenses and Special Requirements

- Food safety certification.
- Certification from American Culinary Federation or other applicable hospitality association.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Pot Washer

Related Titles: Steward; Dishwasher; Utility Person; Dishwasher Operator

Reports to: Executive Steward

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED.

Job Knowledge, Core Competencies and Expectations

- Basic understanding of cleaning chemicals.
- Work in compliance with applicable OSHA regulations and club's health and safety policies and procedures.
- Ensure that kitchen and/or work area is kept clean and tidy.
- Report all accidents, illnesses or "near-miss" incidents immediately to manager on duty or supervisor.
- Attention to detail by making sure all pots and cook ware are thoroughly clean and work tasks are completed in full.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for general cleanliness of the main kitchen dish area and other Food and Beverage kitchen prep areas. Wash and properly store all cooking utensils, china equipment, flatware and glassware.

Job Tasks/Duties

- Washes all wares in dishwashing machine or by hand according to the highest sanitation standards.
- Polishes all silverware, platters and chafing dishes.
- Collects trash from kitchen areas; empties garbage cans and washes and re-lines with new bags; breaks down boxes, crates and removes debris.
- Examines garbage for misplaced and reusable items.
- Washes and polishes all stainless steel in the kitchen including shelves, dish cabinets, ice machines, coffee area, refrigerators and walk-ins.
- Washes and cleans receiving, trash and other kitchen-related areas.
- Sweeps and mops kitchen floors.
- Stores all dishes and other wares in proper areas.
- Cleans dish machine and dish area after each meal period.
- Performs other tasks such as assisting in food preparation, storing foods after delivery and cleaning coolers, freezers and storerooms.
- Maintains inventories of soap, chemicals and paper towels.
- Transfers supplies and equipment between storage and work areas.
- Handles all china and glassware carefully to minimize breakage.
- Assists in completing weekly kitchen cleaning and maintenance list.
- Watch gauges, dials or other indicators to ensure that machines and equipment are working properly.
- Cleans and safely stores all brooms, mops and other cleaning equipment in proper places.
- Uses all chemical cleaning supplies in a safe and careful manner.
- Helps food servers by prioritizing the washing of specified service items.
- Understands and consistently follows proper sanitation practices including those for personal hygiene.
- Attends departmental staff meetings.
- Performs other appropriate tasks assigned by the Executive Steward.

Licenses and Special Requirements

- Workplace Hazardous Materials Information System (WHMIS) certification.
- Food safety certification.

Physical Demands and Work Environment:

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Reservations Manager

Related Titles: Reservations Coordinator

Reports to: Food and Beverage Director

Supervises: No supervisory duties in this position.

Classification:

Education and/or Experience

- High School diploma or GED.
- Minimum one year of management experience, preferably in a restaurant.
- Proficient in Microsoft Word, Excel and Point of Sale systems; capable of creating Excel spread sheets.

Job Knowledge, Core Competencies and Expectations

- Knowledge of club's dining reservations system and procedures.
- Able to handle multiple tasks and pressure.
- Must follow all health and safety guidelines.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Manages the central and dining reservation desk at the club. Responsibilities include the scheduling of staff and providing information about food and beverage events. Supports all food and beverage restaurant operations as assigned. Also responsible for the reciprocal and concierge needs of club members.

Job Tasks/Duties

- Manages the reservations and seating for the club's restaurants.
- Directs and assists members and guests in locating daily private functions/events.
- Manages all reciprocal requests and concierge needs on a daily basis.
- Manages the telephone communication to and from the desk.
- Carefully observes service provided to members during the shift. Takes corrective action in the event of problems. Makes recommendations on improvements.
- Greets and seats guests, handles reservations and prepares and maintains a waiting list during peak periods.
- Assists with, performs and oversees all duties assigned to reservation desk coordinators.
- Track and generate restaurant reports as assigned.
- Administrative support and duties as assigned by Restaurant Manager and Food and Beverage Manager.
- Performs all managerial duties in the restaurants during manager's absence.
- Attends meetings, seminars and training courses as requested providing input as required.
- Oversees and assists with training staff on service, POS, etiquette and teamwork.
- Answers employee/club work-related inquiries.
- Reports office equipment or fixtures not up to standards.
- Must be knowledgeable of Employee Handbook and Policies.
- Participates in marketing for the club's food and beverage areas.
- Liaise and assist with social committees as assigned by the Food and Beverage Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Must be able to keep composure during periods of high incoming phone calls and/or in-person requests.
- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.

- Work in hot, humid and noisy environment.

Salad Prep Assistant

Related Titles:

Pantry Worker; Salad/Pantry Assistant; Salad Cook

Reports to: Sous Chef

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Must be 18 years of age or older.
- Must have some culinary work experience.

Job Knowledge, Core Competencies and Expectations

- Possesses technical skills needed to fulfill required job duties. Must have sound knowledge of menu and abbreviation. Must possess skills to determine taste, doneness, presentation, timing and product utilization.
- Must have the knowledge of basic culinary fundamentals.
- Prioritizes work to ensure immediate needs are met. Tries to accommodate reasonable special requests by members and their guests.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Prepares salads and other cold food in accordance with club standard recipes.

Job Tasks/Duties

- Prepares all salad items before each shift; washes and cuts lettuce, vegetables, fruits, meats, etc., and maintains product levels during service hours.
- Prepares salads and other cold items for special functions.
- Prepares salad dressings.
- Makes sandwiches according to club's standard recipes.
- Cleans equipment and ensures that pantry area refrigerator and walk-in are clean and neat.
- Sets-up, maintains and breaks-down salad prep station.
- Identifies products needed and requisitions them.
- Notifies Garde Manger chef or Sous Chef in advance of product shortages.
- Covers, dates and neatly stores re-usable leftover products.
- Ensures that food products are used before they spoil.
- Attends kitchen staff meetings.
- Prepares and serves items in accordance with established portion and presentation standards.
- Makes recommendations for the maintenance, repair and upkeep of the salad areas and equipment.
- Performs other appropriate tasks as assigned by Sous Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Sauce Cook

Related Title: Saucier

Reports to: Sous Chef

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED.
- Successful completion of a two- to four-year course at a vocational or private culinary school.
- At least two years of experience working in kitchens in a club, resort or hotel setting.

Job Knowledge, Core Competencies and Expectations

- Must be knowledgeable about all aspects of sauce preparation.
- Understands and consistently follows proper sanitation practices at all times.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Prepare line according to par sheets or instructions from Sous Chef. Cook products assigned to his or her station.

Job Tasks/Duties

- Prepares meats and seafood for line orders and special functions.
- Prepares all sauces, stocks and soups.
- Works on sauce, soup and stock prep lists; maintains items on steam table; checks par levels of the same.
- Prepares food in accordance with the club's standard recipes.
- Sets up, maintains, breaks down and cleans sauce work station.
- Serves items in accordance with established portion and presentation standards.
- Notifies Sous Chef in advance of expected shortages.
- Ensures that assigned work station and equipment are clean and sanitary.
- Maintains security and safety in work areas.
- Requisitions supplies needed to produce items on menu.
- Adheres to state and local health and safety regulations.
- Covers, dates and properly stores all leftover products that are reusable.
- Attends kitchen staff meetings.
- Assists with other duties as assigned by the Sous Chef.

Licenses and Special Requirements

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Sauté Cook

Related Titles: Cook; Night Cook; AM Sauté Cook; PM Sauté Cook

Reports to: Sous Chef

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED.
- At least six months related experience or training.

Job Knowledge, Core Competencies and Expectations

- Sound knowledge of menu and skills to determine taste, doneness, presentation, timing and product utilization.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Prepare items required for work station according to par sheets or instructions from Sous Chef. Also responsible for the cooking and proper “doneness” and seasoning of all items from the Sauté Station as they appear on the menu and daily specials. Maintains consistency and order on the cooking line. Prepare products assigned to work station during service.

Job Tasks/Duties

- Prepares meats, seafood, vegetables and other items required for line and special function purposes as assigned.
- Carefully follows club’s standard recipes when pre-preparing and preparing all items.
- Properly assembles all tools and utensils needed to accomplish job duties.
- Prepares or assists in preparing employee meals.
- Assists with preparation of other food products in other kitchen areas as directed by immediate supervisor.
- Uses food preparation equipment according to manufacturers’ instructions.
- Returns unused food products to proper storage areas.
- Uses safe and sanitary food handling procedures including those relating to personal hygiene.
- Maintains and cleans work station and equipment.
- Disposes of trash and food-preparation waste at the end of shift.
- Returns soiled food preparation utensils and other small wares to the proper areas.
- Makes recommendations for the maintenance, repair and upkeep of the sauté area and equipment.
- Attends staff meetings and offers suggestions for improvements.
- Performs other appropriate tasks assigned by supervisor.

Licenses and Special Permits

- Food safety certification.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Sous Chef

Related Titles: Assistant Chef; Cook; Chef's Assistant; Executive Chef Assistant; Senior Sous Chef; Executive Sous Chef; Working Sous Chef; Kitchen Manager

Reports to: Executive Chef

Supervises: Sauce Cook; Fry Cook; Line Prep Cook; Breakfast Cook; Garde Manger Chef; Butcher; Broiler Cook; Assistant Cook; Sauté Cook; Salad Preparation Assistant

Classification:

Education and/or Experience

- A degree from post-secondary culinary arts program.
- Three years in a food preparation position encompassing all phases of food preparation and kitchen operation is required.

Job Knowledge, Core Competencies and Expectations

- Must be familiar with and have worked with all kitchen equipment.
- Awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of food handling and preparation principles and procedures for all foods produced and served in the club.
- Ability to effectively supervise all kitchen food production employees in absence of Executive Chef.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Serve as "second-in-command" of the kitchen. Assist the Executive Chef in supervising food production for all food outlets, banquet events and other functions at the club. Supervise food production personnel, assist with food production tasks as needed and assure that quality and cost standards are consistently attained.

Job Tasks/Duties

- Prepares or directly supervises kitchen staff responsible for the daily preparation of soups, sauces and "specials" to ensure that methods of cooking, garnishing and portion-sizing are as prescribed by club's standard recipes.
- Assists the Executive Chef with monthly inventories, pricing, cost controls, requisitioning and issuing for food production.
- Conducts daily raw cost tracking counts to ensure that all items are accounted for.
- Codes all invoices to the proper account and sends signed copies to Accounting for payment.
- Assumes complete charge of the kitchen in the absence of the Executive Chef.
- Assists Executive Chef with supervision and training of employees, sanitation and safety, menu planning and related production activities.
- Consistently maintains standards of quality, cost, presentation and flavor of foods.
- Ensures proper staffing for maximum productivity and high standards of quality; controls food and payroll costs to achieve maximum profitability.
- Makes recommendations for maintenance, repair and upkeep of the kitchen and its equipment.
- Prepares reports, arranges employee schedules and costs menus and performs other administrative duties as assigned by the Executive Chef.
- Personally works in any station as assigned by the Executive Chef.
- Helps plan energy conservation procedures in the kitchen.
- Assists Executive Chef with the administration of kitchen personnel benefits (vacation, holidays, etc.).
- Consults with dining service personnel during daily line-ups.
- Assists in maintaining security of kitchen, including equipment and food and supply inventories.
- Assists in food procurement, delivery, storage and issuing of food items.

- Expedites food orders during peak service hours.
- Supervises, trains and evaluates kitchen personnel.
- Coordinates buffet presentations.
- Checks *mise en place* before service time and inspects presentation of food items to ensure that quality standards are met.
- Reports all member and guest complaints to the chef and assists in resolving complaints.
- Monitors kitchen employees' time cards to ensure compliance with posted schedules.
- Submits ideas for future goals, operational improvements and personnel management to Executive Chef.
- Understands and consistently follows proper sanitation practices including those for personal hygiene.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Executive Chef.

Licenses and Special Requirements

- Food safety certification.
- Certification from American Culinary Federation or other hospitality association.

Physical Demands and Work Environment

- Required to stand for long periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
- Push, pull or lift up to 50 pounds.
- Continuous repetitive motions.
- Work in hot, humid and noisy environment.

Front Office

Bellperson

Related Titles: Bellhop

Reports to: Front Office Manager

Supervises: No supervisory duties included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent desirable.

Job Knowledge, Core Competencies and Expectations

- Able to meet routine members' and guests' needs while checking into and out of guest rooms and during their visit.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Escort members and guests. Carry members' and guests' personal belongings. Assist members and guests with registration.

Job Tasks/Duties

- Assists incoming and departing members and guests with luggage and other personal items.
- Greets and escorts incoming members and guests to front desk, guest-room or other facilities.
- Escorts departing members and guests to automobiles, taxis and other forms of transportation.
- Assists physically challenged members and guest with special needs.
- Ensures that guest room is fully prepared for members and guests.
- Provides information to members and guests regarding operation of room features and transportation.
- Delivers messages and room service orders and runs errands for members and guests.
- Maintains file of information about local attractions and events; provides information to members and guests upon request.
- Calls for taxis and other transportation.
- Supervises valet service employees.
- Maintains auto-key records.
- Performs other appropriate tasks assigned by the Front Office Director.

Licenses and Special Requirements

Physical Demands and Work Environment

- Ability to exert maximum muscle force to lift, push, pull or carry objects.
- Ability to coordinate the movement of arms, legs and torso together when the whole body is in motion.
- Ability to use abdominal and lower back muscles to support part of the body repeatedly or continuously over time without experiencing undue fatigue.
- Ability to bend, stretch, twist or reach with the body, arms and/or legs.
- Ability to exert oneself physically over long periods of time without getting winded or out of breath.

Coat Checker

Related Titles: Coat Room Attendant; Coat Check Attendant

Reports to: Clubhouse Manager (in clubs with lodging, may report to Front Office Manager)

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent.
- Prior customer service experience preferred.

Job Knowledge, Core Competencies and Expectations

- Member/guest relations skills.
- Effective communication skills.
- Knowledge of club layout and events.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Check, store and keep watch over members' and guests' outerwear, luggage, briefcases, packages and bags.

Job Tasks/Duties

- Greets members and guests in a polite, friendly manner.
- Assumes temporary charge of hats, umbrellas, luggage, packages, bags, coats, jackets and other outerwear in a room provided for this purpose.
- Issues a claim check to a person upon receiving an item; attaches a duplicate claim check to the item.
- Places hats and umbrellas on hooks or racks; stores luggage, packages and bags.
- Places outerwear on hangers or hooks.
- Relinquishes articles upon presentation of claim check.
- Notifies function manager when a member or guest is unable to present a claim check.
- Informs function manager about any unclaimed items.
- Ensures adequate supply of claim checks and other coatroom supplies are available.
- If necessary, distributes sport coats and ties.
- Gives out club umbrellas and sign-out cards. Sends return notices when necessary.
- Answers questions about the club and gives directions and locations throughout the club.
- Monitors cleanliness of member restrooms during function; informs function manager about problems.
- Attends staff meetings.
- Completes other appropriate tasks assigned by supervisor.

Physical Demands and Work Environment

- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Front Desk Clerk

Related Titles: Front Desk Agent; Desk Clerk

Reports to: Front Office Manager

Supervises: No supervisory duties included in this position.

Classification:

Education and/or Experience

- High school diploma, GED equivalent or higher required.

Job Knowledge, Core Competencies and Expectations

- Able to operate the electronic property management system.
- Knowledge of procedures for making reservation, checking members and guests into and out of guest rooms, and for accepting and accounting for room and related payments.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Assist members and guests in all front office-related areas in an efficient, courteous, and professional manner that maintains high standards of service and hospitality.

Job Tasks/Duties

- Registers members and guests and assigns rooms; complies with special requests whenever possible.
- Assists in pre-registration and “blocking” of rooms for registration purposes.
- Follows proper credit, cash, checking and cash-handling policies and procedures.
- Monitors room status information.
- Knows room locations, types of rooms available and room rates.
- Uses suggestive selling techniques to sell rooms and to promote other services of the club.
- Coordinates room status updates by notifying Housekeeping of all check-outs, late check-outs, early check-ins, special requests and part-day rooms.
- Takes same-day reservations and future reservations when necessary.
- Manages room key system.
- Operates front-office equipment.
- Processes member and guest check-outs.
- Posts and files all charges to members’ and other accounts.
- Follows procedures for issuing and closing safe deposit boxes used by members and guests.
- Uses proper telephone etiquette.
- Processes mail, packages and messages.
- Reads and initials the pass-on log and bulletin board daily; knows of daily activities and meetings taking place in the club.
- Attends department meetings.
- Coordinates guestroom maintenance work with the Engineering and Maintenance departments.
- Reports unusual occurrences or requests to the Front Office Manager.
- Familiar with all safety and emergency procedures and accident prevention policies.
- Maintains the cleanliness and neatness of the front-desk and lobby areas.
- Performs other appropriate tasks assigned by the Front Office Manager.

Licenses and Special Requirements

Physical Demands and Work Environment

- Occasional bending, stooping, lifting and pulling.
- Frequent sitting, walking and standing.
- Continuous repetitive actions.

Front Office Manager

Related Titles: Front Office Director; Assistant Office Manager; Front Desk Supervisor

Reports to: General Manager

Supervises: Front Desk Clerk; Reservations Clerk; Night Auditor; Bellperson; Valet; Coat Checker

Classification:

Education and/or Experience

- Bachelor's degree or Associate's degree in Hospitality Business or related field.
- Three or more years' experience in front office positions in the lodging or club industry.

Job Knowledge, Core Competencies and Expectations

- Develop and manage front office systems for revenue management and guest, reservations, registration, accounting and check-out.
- Supervise front office employees.
- Analyze property management system (PMS) data for front office decision-making.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Supervise all front office personnel. Develop and implement policies and procedures to ensure guest satisfaction and proper completion of all front office tasks.

Job Tasks/Duties

- Trains, cross-trains and re-trains all front office personnel.
- Develops and implements all front office standard operating procedures.
- Schedules and supervises front office staff.
- Maintains effective relationships and communication with all other departments.
- Verifies that accurate room status information is maintained and properly communicated to ensure maximum revenue.
- Resolves member and guest problems quickly, efficiently and courteously.
- Ensures that all VIPs and executive floor members and guests are pre-registered; processes the VIP list and distributes it to staff members.
- Updates group information; maintains, monitors and prepares group requirements; relays information to all concerned staff members; maintains function board in lobby.
- Reviews completed credit limit reports for affected members and guests.
- Ensures that all check-cashing and credit policies are followed.
- Manages within allotted budget restraints; takes corrective actions to help assure that budget goals are attained.
- Receives information from the previous shift's manager and passes on pertinent information to the incoming shift manager.
- Conducts monthly meetings of front office personnel.
- Collects information required for daily and other revenue records; analyzes and makes recommendations regarding this information.
- Manages the routing of telephone, facsimile, mail and other messages to members and guests.
- Provides concierge-type services to guests.
- Handles all hotel and room reservations, cancellations, no-shows and billings.
- Expedites member and guest check-ins and departures.
- Informs Housekeeping and Engineering departments as problems arise.
- Maintains inventory, upkeep, repair and installation requests for all telephone, postal and credit card equipment.
- Attends weekly staff and other meetings.
- Performs other appropriate tasks assigned by the Club House Manager.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to sit for a long period of time.
- Must be able to lift and carry 20 pounds.
- Must be able to stoop or kneel to access files.
- Must be able to see the computer screen, paperwork, etc.

Night Auditor

Related Title: Night Front Desk Clerk

Reports to: Front Office Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Associate's Degree in Hospitality or Business.
- One year of experience as night auditor in lodging operation.

Job Knowledge, Core Competencies and Expectations

- Check-in and check-out guests using club's property management system.
- Assist hotel guests with assistance as needed during their stay.
- Compile, balance and review financial accounts on a daily basis.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Direct front-desk operations from midnight until 8:00 a.m. and logs and reconciles all charges from the previous day.

Job Tasks/Duties

- Receives and records guests' payments.
- Completes postings of all charges to guest folios.
- Reconciles revenues with PMS revenue reports.
- Performs all front-desk responsibilities between midnight and 8:00 a.m.
- Prepares manager's daily report for the General Manager's review.
- Process guest check-ins: confirm reservations, assign room and issue room keys.
- Process all allowable types of payments.
- Process all check-outs and resolve disputed charges.
- Coordinate with housekeeping regarding ready rooms.
- Answer all telephone calls promptly and courteously.
- Follow established key control and guest security requirements.
- Assist guests with safety deposit boxes.
- Complete lost and found reports.
- Manage daily shift bank.
- Verify guests' credit limit report.
- Monitor room availability.
- Prepares various daily activity reports including:
 - Arrivals and departures;
 - Revenue reports;
 - Food and beverage sales charge reports; and
 - Other income-producing department reports including closing report.
- Coordinate guests' requirements with other club departments.
- Performs other appropriate tasks assigned by the Front Office Manager.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Receptionist

Related Titles: Front Desk Assistant; Reception Associate

Reports to: Administrative Assistant

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED or higher.
- A minimum of two years in a resort, club or hospitality industry setting.

Job Knowledge, Core Competencies and Expectations

- Excellent customer service skills and an open, courteous and friendly personality required.
- Excellent oral and written communication skills.
- Must have working knowledge of using and programming multi-line telephone equipment and reservation systems.
- Must be able to type and efficiently (at least 50 wpm), use word processing, spreadsheet and e-mail programs.
- Must be able to efficiently handle multiple tasks concurrently while meeting deadlines, prioritizing tasks and providing excellent member service.
- Knowledge and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Answer incoming calls effectively; forward phone calls to other club extensions or voice mail boxes or take messages from callers. Greet members and guests who are visiting the club. Schedule appointments for administrative staff.

Job Tasks/Duties

- Answers the telephone; transfers calls to proper extensions; takes messages for members and staff.
- Greets members and guests.
- Provides schedule and other club information to members and guests.
- Sorts and distributes in-coming mail.
- Collects and posts outgoing mail including overnight mail services.
- Arranges and maintains member charge records in alphabetical or numerical membership order.
- Maintains supply of club information for members.
- Fulfills members' requests; for example, places phone calls and holds letters or packages.
- Performs on- or off-site errands.
- Performs general office work such as word processing, filing and operating copy and fax machines.
- Works on special projects as assigned.
- Maintains supply inventories for reception area.
- Reports presence of unauthorized visitors in or around club facility.
- Performs other duties required by the manager on duty.
- In some clubs, receptionists may also:
 - accept meal and function reservations;
 - maintain daily reservations for spa, massage therapists or squash and racquetball courts;
 - enforce attire guidelines;
 - maintain member and guest records (including visits by guests and member charges);
 - maintain time card records for employees; contact staff members about work schedules; sort daily employee meal tickets;
 - maintain correct balances in petty cash and operating funds;
 - update and maintain member mailing and telephone lists;
 - process (type) correspondence;
 - operate front desk, lobby or other areas;

- maintain lobby message board;
- help with mailing of monthly statements to members;
- process food take-out orders;
- greet job applicants filling out applications;
- control traffic flow in lobby or reception area; turn on music in lobby and reception area;
- maintain appearance of reception area;
- maintain postage meter and postage supplies;
- perform member-family relations responsibilities (including checking obituaries and preparing and sending thank-you letters, get-well cards, flowers and birthday greeting cards);
- manage a “lost and found” program;
- post daily events on lobby activity (function) boards; and
- assemble new member and catering packets.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Reservations Clerk

Related Titles: Front Desk Attendant; Reservationist

Reports to: Front Office Manager

Supervise: No supervisory duties are included in this position.

Classification

Education and/or Experience

- High school diploma or GED equivalent.
- Previous experience as a bell person, travel agent, sales clerk, front desk clerk or other service-oriented positions in hospitality setting.

Job Knowledge, Core Competencies and Expectations

- Able to give travel advice and tourist information to members and guests.
- Provide friendly and efficient service.
- Maximize room revenues.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Assist members and guests in making event and room reservations; processes guestroom reservations; operate the Property Management System (PMS).

Job Tasks/Duties

- Provides information regarding availability and rates for members and guests.
- Accepts and records reservations.
- In some clubs, Reservations Clerks may also perform duties of the Front Desk Clerk.
- Arranges for special guest services.
- Uses effective selling techniques to upgrade rooms.
- Preregisters and blocks rooms for reservations.
- Provides reservation information to front desk personnel.
- Provides input to room revenue and occupancy forecasts.
- Prepares arrival lists.
- Maintains records for no-show accounts.
- Performs other appropriate tasks assigned by the Front Office Manager.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Valet

Related Titles: Car Attendant; Car Parker; Doorman

Reports to: Clubhouse Manager (in clubs with lodging, this position may report to Front Office Manager)

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Some High School.
- Comparable experience preferred but not necessary.

Job Knowledge, Core Competencies and Expectations

- Able to operate a manual transmission vehicle.
- Effective member/guest interaction skills.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Park and retrieve automobiles for members and guests.

Job Tasks/Duties

- Assists members and guests with luggage.
- Helps members and guests in and out of automobiles; opens lobby doors.
- Summons and dispatches taxis.
- Provides travel information.
- Prevents unauthorized people from entrance to club.
- Issues and collects automobile claim tickets.
- Maintains clean and safe entrances and parking lots.
- Directs members and guests to desired room.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Assistant General Manager.

Licenses and Special Requirements

- Valid driver's license.
- No moving violations or minor incidents within the past three years and no major incidents (e.g., DUI) within the past five years.

Physical Demands and Work Environment

- Able to work outside in all weather conditions.
- Able to bend over to enter and exit vehicles of various sizes and heights.
- Able to quickly park and retrieve autos from parking area.
- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.

Golf Course

Equipment Mechanic

Related Titles: Maintenance Mechanic; Golf Course Mechanic; Mechanic

Reports to: Golf Course Director

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Must be 18 years of age or older.
- Graduate of a vocational technical school or post-secondary training in small engine repair or mechanics.
- Four to six years of experience as a mechanic.
- Golf repair equipment experience.

Job Knowledge, Core Competencies and Expectations

- Able to repair and maintain all golf course equipment.
- Knowledge of an ability to perform required role in emergency situations.

Job Summary (Essential Functions)

- Repair and provide all required preventive maintenance on all equipment associated with Course Maintenance Department.

Job Tasks/Duties

- Lubricates and services all course maintenance equipment.
- Inspects equipment for operating deficiencies.
- Repairs and adjusts equipment.
- Maintains repair records on all equipment.
- Establishes and maintains safety procedures for using equipment.
- Maintains safety records.
- Interviews and recommends applicants for maintenance staff positions.
- Performs general overhaul and other preventive maintenance on all equipment.
- Maintains blades of reel mowers.
- Maintains inventory of common equipment maintenance and repair parts.
- Performs emergency repair work out of shop.
- Undertakes body and fender work, fabrication, welding, troubleshooting and repairs to hydraulic and electrical systems.
- Communicates and reports any needs or problems relating to course equipment.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Golf Course Director.

Licenses and Special Requirements:

- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.

- Frequent repetitive motions.
- Continuous standing and walking.
- May need to use some protective equipment, such as a respirator, gloves, earplugs, eye guards/visors, boots and hat.

Equipment Operator

Related Titles: Golf Course Laborer; Course Maintenance Equipment Operator

Reports to: Golf Course Director

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED required.

Job Knowledge, Core Competencies and Expectations

- Mechanical aptitude.
- Ability to safely operate trucks and light motorized equipment.
- Knowledge of the principles of operation of gasoline engines.
- Knowledge of maintenance tools.
- Working knowledge of and ability to use hand and power tools and other equipment.
- Ability to comprehend and learn tasks associated with golf course construction/maintenance.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Operate and care for course maintenance equipment and performs related work, as needed, for golf course maintenance.

Job Tasks/Duties

- Mows greens, tees, collars, approaches, rough and fairways.
- Aerates greens.
- Operates turf vac, loader-backhoe, fairway and rough aerifier.
- Verticuts tees and greens.
- Spikes greens.
- Assists in daily course set-up. Moves tee markers and change cups; maintains ball washers; replaces tee towels and flags and cleans course hardware when needed.
- Maintains gasoline, oil and other equipment fluid levels daily; reports equipment problems and failures to mechanic or supervisors immediately.
- Maintains maintenance and fluid-use logs (gas and oil) on equipment.
- Ensures that all equipment receives visual pre-operation check list inspection as directed by the Equipment Manager.
- Performs basic preventive maintenance on equipment as directed and returns equipment to designated location at the shop.
- Cleans machinery after each use.
- Inspects machinery after each use.
- Utilizes loaders to remove dirt, debris and other materials.
- Drives a tractor and trailer to haul materials and refuse.
- Operates portable pumps.
- Loads and unloads materials.
- Trims trees and removes cuttings.
- Collects and empties litter cans.
- Cleans gutters, drains and culverts.
- Waters plants.
- Cuts grass, weeds and bushes.
- Rakes leaves.
- Attends staff meetings.
- Performs other appropriate tasks assigned by supervisor.

Licenses and Special Requirements:

- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.
- May need to use some protective equipment, such as a respirator, gloves, earplugs, eye guards/visors, boots and hat.

Golf Course Maintenance Foreman

Related Titles: Foreman; Golf Course Maintenance Supervisor; Equipment Operator Foreman; Equipment Manager

Reports to: Golf Course Director

Supervises: Grounds Persons

Classification:

Education and/or Experience

- Three years of experience in the maintenance, operation or management of a golf course and related facilities and equipment, including one year of supervisory experience.
- Undergraduate college study in turf agronomy or golf course maintenance desirable.

Job Knowledge, Core Competencies and Expectations

- Knowledge of tools, methods and materials used in grounds and golf course construction, landscaped area maintenance work and building maintenance and improvement.
- Operate trucks and light motorized equipment.
- Knowledge of agronomy, turf grass science and the rules of golf.
- Working knowledge of basic electricity and hydraulics related to an irrigation system, including automatic valves and controllers and various types of pumps and pumping systems.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Supervise daily course maintenance and inspect course conditions.

Job Tasks/Duties

- Oversees and performs ongoing course maintenance activities.
- Completes minor repair on equipment.
- Operates and maintains equipment.
- Maintains equipment inventory.
- Trains personnel in ongoing course maintenance activities.
- Selects, trains, supervises, schedules and evaluates assigned personnel.
- Maintains parts and supplies inventory.
- Assists in the development of equipment purchase specifications.
- Performs safety orientation and ongoing safety training for all department staff.
- Supervises Maintenance Shop and runs operations in the absence of Golf Course Director.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Golf Course Director.

Licenses and Special Requirements

- Pesticide Applicator's certificate.
- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.

Golf Course Director

Related Titles: Greenskeeper; Greens Superintendent; Grounds and Greens Superintendent; Director of Golf Course Maintenance Operations; Golf Course Superintendent

Reports to: General Manager

Supervises: Golf Course Maintenance Foreman; Amenities Supervisor (HOA), Pesticides Application Specialist; Irrigation Specialist; Equipment Operator; Equipment Mechanic

Classification:

Education and/or Experience

- Bachelor's degree in Agronomy, Horticulture or Plant Science.
- An Associate's degree from an intensive two-year turf grass management program.
- Additional training in mechanics, design, surveying and ecology.
- Previous work as an assistant to an experienced Golf Course Superintendent.
- Previous supervisory experience in a club or golf course setting.

Job Knowledge, Core Competencies and Expectations

- Understand the rules of golf and be up-to-date on federal, state and local laws on golf course operations.
- Administrative and executive ability, especially critical in problem-solving and decision-making.
- Knowledge of ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Manage and maintain golf course properties including golf course, clubhouse grounds and landscaping, open spaces and the equipment used to maintain these areas.

Job Tasks/Duties

- Maintains all grounds and course maintenance equipment according to the club's turf management program.
- Schedules, trains, supervises and evaluates all personnel assigned to department.
- Maintains accurate work records for all personnel in the department.
- Supervises all planting, fertilizing, care and removal of turf, plants, shrubs, trees and other facilities on the golf course.
- Maintains course in proper playing condition.
- Inspects course regularly to evaluate and recommend improvements.
- Oversees all construction, maintenance and renovations on the golf course.
- Oversees repairs of broken water lines or valves and may perform necessary repairs in an emergency.
- Records all maintenance on course.
- Supervises operation of the Equipment Repair Shop.
- Prepares annual budget for department; takes corrective action as necessary to help assure that budget goals are met.
- Prepares and revises grounds manual.
- Establishes short- and long-range plans for the golf course.
- Selects and prepares proper fertilizers and nutrients for all flora and fauna.
- Develops and maintains drainage, irrigation and watering systems.
- Implements and enforces comprehensive safety program for employees, members, and guests on course in compliance with local, state and federal laws; implements and manages the club's hazard communication (HAZCOM) program.
- Ensures that chemicals, petroleum and other controlled products are used, stored and disposed of in accordance with local, state and federal regulations; maintains required records and strives to minimize the use of chemicals and petroleum products.

- Communicates as necessary with Director of Golf and Golf Professional to discuss conditions of facilities, maintenance plans, scheduled events and the number of rounds played.
- Communicates as necessary with Grounds, Golf or House committees or other applicable committees.
- Attends staff and management meetings.
- Keeps members informed about current and future maintenance activities.
- Conducts daily facility security checks ensuring accurate inventory of equipment and keys.
- Assists with snow removal planning.
- Plans professional development and training activities for subordinates including safety training for equipment use and proper handling of fertilizers, herbicides, and all other chemicals used on course; assures that MSDSs are available in convenient location.
- Makes recommendations for capital improvement and purchases.
- Supervises road and roadside maintenance within the club's grounds.
- Ensures proper landscaping for property outside of golf course including the clubhouse and surrounding areas.
- Coordinates applicable work with outside contractors.
- Determines when course should be closed due to weather conditions that may damage the course if play continues.
- Conducts other appropriate tasks assigned by the General Manager.

Licenses and Special Requirements

- Certified Golf Course Superintendent (CGCS).
- Pesticide Application certification.
- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.

Grounds Person

Related Titles: Landscaper, Golf Course Laborer; Practice Area Attendant; Groundskeeper; Landscape Gardener; Course Utility Worker; Section Person

Reports to: Golf Course Maintenance Foreman

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Some High School.
- Six months of experience in golf course grounds maintenance or greenskeeping.

Job Knowledge, Core Competencies and Expectations

- Knowledge of golf course operations.
- Knowledge of irrigation systems.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Maintain golf course and landscaping around the course, clubhouse and other club facilities, including parking lots.

Job Tasks/Duties

- Plants and maintains ornamental shrubs and trees.
- Trims and feeds shrubs and trees; removes cuttings.
- Maintains landscape beds around clubhouse and club grounds.
- Rakes and blows leaves.
- Mows greens and fairways by operating walk-behind turf equipment.
- Prepares and lays sod.
- Prepares soil plant beds, and establishes plantings by seed or transplants.
- Maintains annual and perennial flowers in aesthetic arrangements.
- Rakes bunkers.
- Loads and unloads materials.
- Repairs and maintains driving range tees.
- Cleans equipment used in practice area.
- Aerifies and spikes greens.
- Digs holes and trenches to maintain or construct irrigation and drainage lines.
- Installs pipe and backfills excavations.
- Empties garbage cans.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Golf Course Maintenance Foreman.

Licenses and Special Requirements

- Pesticide Applicator certificate.
- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.

- May need to use some protective equipment, such as a respirator, gloves, earplugs, eye guards/visors, boots and hat.

Irrigation Specialist

Related Title: Irrigation Technician

Reports to: Golf Course Superintendent

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma and GED required.
- Some experience working for a landscaping service or grounds crew.

Job Knowledge, Core Competencies and Expectations

- Working knowledge of basic electricity and hydraulics related to an irrigation system, including automatic valves and controllers and various types of pumps and pumping systems.
- Knowledge of principles and practices of turf grass management.
- Knowledge of pump station maintenance and repair.
- Knowledge of disease and insect identification.
- Knowledge of tools, methods and materials used in grounds maintenance work.
- Ability to operate all golf course equipment.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Responsible for the operation and maintenance of all irrigation and drainage systems on the club's golf course and grounds.

Job Tasks/Duties

- Waters greens, tees, fairways, rough, lawns and other areas as needed or scheduled.
- Monitors daily water usage and informs Golf Course Superintendent of any needed adjustments to the irrigation computer settings.
- Operates irrigation heads in dry areas needing additional water.
- Designs, implements and maintains mechanical and electrical components of course irrigation system.
- Repairs equipment associated with irrigation (i.e., irrigation pipes and irrigation heads).
- Performs preventive maintenance on all equipment associated with irrigation.
- Maintains complete records on all equipment maintenance associated with irrigation.
- Controls expenses associated with irrigation equipment and activities.
- Maintains inventory of parts needed for irrigation equipment.
- Identifies turf diseases and insects.
- Performs all record-keeping relative to irrigation system including weather and rainfall data; assists in recording fertilizer and pesticide applications.
- Performs monthly well and pump water usage reports.
- Helps in grading and preparing soil base, laying sod and seeding greens, tees and fairways.
- Assists in repairing greens with seeds or plugs of new grass when needed.
- Helps apply pesticides and fertilizers under the supervision of the Pesticides Application Specialist.
- Operates dump trucks and other light equipment in hauling materials and removing debris.
- May occasionally supervise crews for special projects.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Golf Course Superintendent.

Licenses and Special Requirements:

- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.
- May need to use some protective equipment, such as a respirator, gloves, earplugs, eye guards/visors, boots and hat.

Pesticides Application Specialist

Related Titles: Chemical Technician; Chemical Application Specialist; Spray Technician

Reports to: Golf Course Director

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent.

Job Knowledge, Core Competencies and Expectations

- Complete knowledge of chemical application equipment.
- Knowledge in the safe mechanical operation and calibration of the following types of equipment:
 - mechanically pressurized spray equipment;
 - hand-operated spray equipment;
 - hand-operated rotary spreaders;
 - hand-operated drop spreaders; and
 - utility tractors.
- Knowledge of the rules of golf and/or ability to play golf desirable.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Select and appropriately apply all pesticides, herbicides and fertilizers associated with grounds and golf course maintenance.

Job Tasks/Duties

- Inspects turf, shrubs, lakes and other outdoor areas to determine pesticide, herbicide and fertilizer needs.
- Applies pesticides, herbicides and fertilizers at appropriate times to maintain excellent condition of grounds and golf course; documents all applications.
- Compiles reports of pesticide, herbicide and fertilizer use on the golf course and calculates use rates for all products applied on the property.
- Selects suppliers, products and equipment for such application and maintenance.
- Purchases products and equipment as needed within budget limitations.
- Maintains proper inventory of products.
- Performs preventive maintenance on and keeps accurate records for all equipment.
- Maintains safety records; performs routine safety training and emergency drills.
- Selects, trains, supervises, schedules and evaluates assigned personnel.
- Responsible for the safety and direction of chemical handlers and/or helpers.
- Participates in all aspects of golf course maintenance.
- Maintains chemical storage and mixing areas in compliance with county, state and federal regulations. Keeps chemical room clean and orderly; secures under lock when not present.
- Maintains direct communication with Golf Professional and Golf Course Director.
- Attends applicable training seminars, classes and trade shows to maintain current knowledge.
- Assists Golf Course Director with duties when necessary.
- Responsible for reading, understanding and keeping current with the Material Safety Data Sheets (MSDSs) and maintaining them in a convenient location.
- Understands and complies with all policies set forth in the club's Employee Handbook.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Golf Course Director.

Licenses and Special Requirements

- Current state certification or licensing as a pesticide applicator.
- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.
- May need to use some protective equipment, such as a respirator, gloves, earplugs, eye guards/visors, boots and hat.

Golf

Assistant Golf Professional

Related Title: Assistant Golf Pro

Reports to: Golf Professional

Supervises: May supervise Golf Shop Manager.

Classification:

Education and/or Experience

- Associate's degree or one to two years related experience and/or training, or equivalent combination of education and experience.

Job Knowledge, Core Competencies and Expectations

- Knowledge and understanding of typical golf course procedures.
- Fully knowledgeable of all opening and closeout procedures of the Golf Pro Shop.
- Familiar with all aspects of tournament set-up, including scorecards, golf car tags, proximities, staging area set-up and billing charges.
- Keep Golf Pro Shop counter and club repair area neat, clean and organized at all times.
- Maintain complete knowledge of the handicapping system and all pertinent handicap information.
- Stays up-dated and current on all upcoming club events.
- Maintain playing ability and work to stay competent in all areas of the game.
- Responsible for maintaining a clean, safe working environment, with emphasis on promoting employee health and safety.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Assist Golf Professional with numerous activities relating to the management and operation of the club's golf program.

Job Tasks/Duties

- Assists Golf Professional in instructing and with merchandising, on-course, golf car and personnel management responsibilities.
- Maintains Golf Pro Shop inventory control system.
- Assists members by providing and interpreting golf policies, rules and regulations.
- Conducts golf clinics.
- Maintains handicap records.
- Operates Pro Shop in absence of Golf Pro Shop Manager.
- Oversees Pro Shop inventory and periodically conducts physical counts of merchandise, including scorecards, tees, matches, pencils, ball marks, golf car tags and tee sheets.
- Maintains and inventories all stock items necessary for in-house club repair work.
- Document and keep accurate records of all in-house and outside club repair work.
- Update all charges and credits for club repair work.
- Assumes Golf Professional's duties in his or her absence.
- Manages the daily opening and closing of golf operations.
- Selects, trains, supervises, schedules and evaluates the Golf Pro Shop Manager, starters, rangers, caddy master, golf car shop maintenance mechanics and bag, range and golf car attendants.
- Assists in the coordination of tournaments and special events.
- Ensures all tournament winners are properly entered into the credit book with correct dates and description of event.
- Makes copies of tournament results and enters into the correct files.
- Coordinates junior golf activities.
- Assists in all daily scheduling of lessons for all teaching assistants.

- Provides golf instruction.
- Keeps updated on times needed for golf clinics and group lessons.
- Makes copies of all lesson fees.
- Performs starter or marshal duties as needed.
- Managers USGA handicap system for members.
- Ensures course is properly marked.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Golf Professional.

Licenses and Special Requirements

- Must be a member of the PGA or PGA Apprentice working to attain PGA Professional status.

Physical Demands and Work Environment

- Sufficient stamina to tolerate hot, cold, humid and rainy outdoor weather for several consecutive hours.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Bag, Range and Golf Car Attendant

Related Titles: Bag Room Attendant (Specialist); Golf Car Runner (Attendant); Range Attendant; Member Services Attendant; Golf and Range Attendant.

Reports to: Golf Professional

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent.

Job Knowledge, Core Competencies and Expectations

- Knowledgeable about the game of golf and its rules.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Provide bag, golf car and range services to members and guests.

Job Tasks/Duties

- Brings golf cars from car shelter to car staging area outside Golf Pro Shop; checks golf cars for tire pressure, brake operation and other safety considerations.
- Loads bags from bag storage room onto golf cars.
- Transports range balls to each end of range and fills appropriate containers.
- Places baskets of balls at evenly spaced intervals on range.
- Operates tractor and ball picker on range to retrieve balls.
- Washes all range balls daily.
- Removes bags from golf cars and returns bags to assigned rack in bag storage room.
- Returns golf cars to car shelter; removes towels, pencils, score cards, tees, drink cans, etc., from golf cars and saves reusable items; checks cars for damage; washes golf car with pressure cleaner; parks car in shelter and connects charger cable.
- Advises Pro Shop of clubs found on the course and destined for the lost and found.
- Cleans all clubs for members and guests; cleans and maintains the club's rental equipment.
- Maintains cleanliness of and order in Bag Storage Room.
- Attends staff meetings.
- Performs other appropriate tasks as assigned by the Assistant Golf Professional.

Licenses and Special Requirements

- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Caddy Master

Related Titles: None

Reports to: Golf Professional

Supervises: Caddies

Classification:

Education and/or Experience

- High School diploma or GED equivalent.
- Attendance at a professional caddy school or program highly desirable but not required.

Job Knowledge, Core Competencies and Expectations

- Extensive knowledge and understanding of the game of golf, its rules and the psychology of the game.
- An understanding of course etiquette.
- Knowledge of golf terms and their meanings.
- Some experience caddying or mentoring with an experienced caddy.
- Proven leadership skills and ability to motivate caddy staff.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Recruit, train and supervise caddies to accommodate the needs of the club and its golf-playing members.

Job Tasks/Duties

- Supervises all first-tee activities.
- Recruits, trains, schedules and supervises caddies and starters.
- Orders all necessary training materials and caddy clothing each season.
- Coordinates with the Grounds Superintendent about special playing conditions.
- Conducts the Caddy draw daily to ensure proper rotation.
- Registers members, guests, golf cars and caddies and submits appropriate charges daily.
- Manages cash box and receipts.
- Pays caddies upon completion of play.
- Maintains restroom facility.
- Maintains daily and seasonal records.
- Maintains accurate Caddy performance records.
- Coordinates with professional staff on tournament activities to assign caddies, set-up golf cars, transport guests' clubs before and after play and assign Forecaddies.
- Prepares monthly summary of golfing activity for the General Manager and Golf Professional.
- Maintains and controls a snack concession.
- Makes all necessary repairs to the Caddy House for final painting prior to the season's close.
- Attends all necessary club functions as required.
- Attends staff meetings.
- Observes and advises members and guests about dress code.
- Coordinates with Golf Car House, bag room and locker rooms for smooth flow of play.
- Performs other appropriate assignments made by the Assistant Golf Professional.

Licenses and Special Requirements

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is

typical of this position.

- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Caddy

Related Titles: None

Reports to: Caddy Master

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Attendance at a professional caddy school or program desirable but not required.

Job Knowledge, Core Competencies and Expectations

- Extensive knowledge and understanding of the game of golf, its rules and the psychology of the game.
- Understanding of course etiquette.
- Knowledge of golf terms and their meanings.
- Ability to recognize course markers, analyze terrain and determine yardage.
- Some experience caddying or mentoring with an experienced caddy.
- Knowledge of and ability to perform required role during emergency situation

Job Summary (Essential Functions)

Carry golf bags for members and guests, help the player with club selection if asked, clean clubs and balls following shots, encourage the golfer and advise him or her about strategy and the course's challenges and obstacles.

Job Tasks/Duties

- Rakes bunkers.
- Keeps the caddy area clean and neat.
- Cleans golf balls and clubs as needed during play.
- Tracks, locates and retrieves lost or errant balls.
- Counts clubs in the bag before starting every round and maintains count throughout round.
- Protects players' clubs from damage.
- Advises players regarding course or condition as requested.
- Replaces all divots taken by his or her players.
- Repairs ball marks.
- Tends the flags.
- Attends staff meetings.
- Performs other tasks assigned by the Caddy Master.

Licenses and Special Requirements

Physical Demands and Work Environment

- Ability to carry a golf bag weighing up to 50 pounds.
- Sufficient stamina to tolerate hot, cold, humid and rainy outdoor weather for several consecutive hours.
- Continuous standing, walking, frequent lifting, bending, stooping and repetitive actions.
- Must be able to adjust to weather changes, rain and temperature extremes.

Director of Golf

Related Titles: Golf Director

Reports to: General Manager

Supervises: Golf Pro

Classification:

Education and/or Experience

- Bachelor's degree from a four-year college or university and one to two years of related experience and/or training; or equivalent combination of experience and education.
- Must have a minimum of five years of experience as a Director of Golf, Head Professional or an Assistant Golf Professional at a recognized golf club.

Job Knowledge, Core Competencies and Expectations

- Prior experience in all facets of golf operations, including inventory and financial control; employee motivation and training; golf instruction; tournament and event management; working knowledge of golf course maintenance.
- Expertise in golfing rules and regulations.
- Good working knowledge of golf course maintenance.
- Knowledge of marketing, financial management and retail operations.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Manages, supervises and oversees the club's entire golf operation to provide the highest standards of excellence for member and guest enjoyment. Plans and coordinates a golf program which is respected and enjoyed by the membership. Manages the Golf Pro Shop and related services to meet the needs of the members in a manner consistent with club's mission and philosophy. Ensures proper communication between departments, maintains excellent relationships with suppliers and keeps members satisfied and well-informed.

Job Tasks/Duties

- Design, promote and direct all golf activities.
- Promotes inter-connectivity/cross-promotion and cross-programming among golf and tennis.
- Prepares budgets for golf operations.
- Maintains management reports in sufficient detail to properly track where revenue are generated along with rounds played.
- Provides daily accounting of the entire golf revenue stream and shop expenses.
- Completes and accurately prepares daily reports each night.
- Reconciles cash receipts to the register drawer and daily report.
- Orders merchandise for Golf Pro Shop.
- Orders supplies associated with golf activities.
- Supervises, trains and directs club staff in customer service, golf car maintenance, turf maintenance, Golf Pro Shop, golf professionals and other on-course personnel.
- Organizes charges and collect fees for all golf-related activities.
- Conducts golf clinics and training programs.
- Supervises the planning, promotion and execution of all club-based and outside golf tournaments.
- Interprets and enforces the club's golf rules and regulations without prejudice and ensures that the Golf Pro Shop staff is familiar with club rules and policies and enforces them.
- Interprets and enforces facility policies, rules and regulations without prejudice.
- Handle general administration of any future golf memberships.
- Prepares the Golf Pro Shop annual budget.

- Supervises and schedules the work hours for the Golf Pro Shop operation, golf course and golf car staff within the parameters of the annual operating budget.
- Plays golf regularly with a cross-section of members.
- Controls and maintains an adequate inventory of golf merchandise for retail sales from the Golf Pro Shop.
- Functions as management liaison with Golf Committee and attends all meetings. Recommends policy changes in the areas of user fee structure, hours of operation, guest privileges, etc.
- Meets regularly with the General Manager, Golf Pro and the Golf Course Superintendent to review the condition of the golf course and makes recommendations on areas needing attention.
- Provides for the most efficient use of tee times and assures all tee times are properly scheduled.
- Assures that sufficient golf cars are available and ready for play.

Licenses and Special Requirements

- Class A member in good standing with the PGA of America.
- Has met PGA criteria for Head Professional.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Car Shop Maintenance Mechanic

Related Titles: Golf Car Shop Manager; Golf Car Shop Mechanic

Reports to: Golf Professional

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Graduate of vocational technical school or post-secondary training in small engine repair, mechanics or automotive repairs.
- Four to six years of experience as a mechanic.

Job Knowledge, Core Competencies and Expectations

- Repair and maintain golf cars.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Store, repair, maintain and distribute club or privately owned golf cars.

Job Tasks/Duties

- Cleans golf cars.
- Charges batteries.
- Maintains and repairs golf cars as needed.
- Maintains sufficient inventory of parts and tools to support a quality golf car repair and maintenance program.
- Organizes strictly scheduled preventive maintenance program for all golf cars.
- Submits charges to club Bookkeeper, Director of Golf or Golf Professional for all services rendered to members.
- Keeps Golf Car Shop and adjacent areas clean and orderly.
- Operates golf cars and Golf Car Shop equipment safely and in a professional manner.
- Provides golf cars to Starter when required.
- Prepares daily golf car report for Assistant Golf Professional.
- Complies with all golf car area closing procedures, including compliance with proper security procedures.
- Compiles and maintains a maintenance record for all golf cars.
- Attends staff meetings.
- Performs other tasks as assigned by the Assistant Golf Professional.

Licenses and Special Requirements

- Valid state driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Golf Professional

Related Titles: Golf Pro; Director of Golf; Head Golf Professional; PGA Head Golf Professional

Reports to: Director of Golf

Supervises: Golf Shop Manager; Starter; Ranger; Caddy Master; Outside Services Manager; Car Shop Maintenance Mechanic; Bag; Range; and Car Attendant.

Classification:

Education and/or Experience

- College degree preferred with a bachelor's degree in a business-related major or Sports Management.
- Five year's work experience as a Golf Professional or equivalent work experience as an Assistant Golf Professional at a private club.

Job Knowledge, Core Competencies and Expectations

- Experience in the following skill sets desirable:
 - managing golf operations
 - interpersonal/customer service
 - staff training and development
 - business management
 - golf instruction
 - tournament operation
 - merchandising
 - playing ability
 - knowledge of the rules of golf
 - patience in coaching the novice golfer and ability to offer constructive criticism tactfully and praising his or her efforts as their swing improves
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Manage all golf and golf-related activities and businesses including: managing the golf shop and driving range, supervising professional staff, enforcing club rules and regulations, overseeing the club's handicap system, providing competent golf instruction for all levels of players, supervising the rental and maintenance of golf cars, and reporting activities of the department to the Golf Committee.

Job Tasks/Duties

- Plans, promotes, and directs all golf activities including daily management responsibilities.
- Prepares annual and monthly budgets for golf operations; takes corrective actions as necessary to help assure that budget goals are attained.
- Orders merchandise for golf shop and provides the best selection possible within the constraints of inventory and quality limits set by board policy.
- Orders supplies associated with golf activities.
- Maintains attractive, orderly appearance in Golf Pro Shop.
- Selects, supervises, trains, and evaluates golf cart maintenance personnel and Golf Pro Shop, locker room, golf range, golf bag and club storage employees and on-course personnel.
- Provides golf lessons to members and guests.
- Plays golf with members of all skill-levels to generate enthusiasm.
- Designs and conducts golf clinics.
- Plans professional development and training activities for subordinates.
- Designs and conducts junior golf clinics and training programs.
- Collects charges and fees for all golf-related activities.
- Organizes and conducts club tournaments and related events.
- Interprets and enforces golf rules and regulations.

- Interprets and enforces club policies, rules and regulations.
- Consults with the General Manager about golf course and practice range operations, maintenance and rules.
- Cooperates with the grounds superintendent about maintenance issues that affect the playability of the golf course.
- Under the direction of the golf committee, implements and administers a system governing the start of play and the handicap system.
- Represents the club in area professional events including local, state or national events with the approval of the Golf Committee.
- Attends all staff, management, golf committee, and other applicable meetings.
- Maintains records relating to player and guest rounds and other statistics.
- Provides marshals for tournaments and at other times as determined by Golf Committee; supervises marshals to help ensure that expected performance is delivered.
- Plans social evenings and events to promote golf and fellowship among members and guests.
- Adheres to all federal, state and local laws regarding health, safety and employment.
- Schedules staff hours to assure that members are fully served and that labor costs are maintained; periodically checks timecards for adherence to posted schedules.
- Assists in the development of short- and long-range plans for improvements to the club facilities and courses.
- Attends national and sectional conferences and meetings, merchandise shows, educational and professional shows to encourage development and to enhance quality and image of the club.
- Assists in supervising and inspecting design improvements and capital outlays to golf courses and golf facilities.
- Interacts with food and beverage director about food and beverage needs for events.
- Maintains visible presence on the course during peak times of play.
- Supervises the work of the Assistant Golf Professional.
- Supervises golf play of members and guests from the first tee and maintains starting times according to the club's rules and regulations.
- Provides golf-related information for the club's newsletter.
- Provides for the collection and issuance of all prizes associated with all competitions.
- Implements an overall safety program that conforms to OSHA standards for the Golf Department.
- Manages new golf member orientation program.
- Performs other appropriate tasks assigned by the General Manager.

Licenses and Special Requirements

- Holds Class A Certification through the PGA of America.
- Has met PGA criteria for Head Professional.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Golf Shop Manager

Related Titles: Golf Retail Manager; Merchandise Coordinator; Pro Shop Manager; Golf Pro Shop Manager

Reports to: Golf Professional

Supervises: Golf Shop Salesperson

Classification:

Education and/or Experience

- High School diploma or GED required.
- Basic computer skills, including proficiency in Microsoft Office and POS system.

Job Knowledge, Core Competencies and Expectations

- Able to manage all aspects of Golf Pro Shop.
- Supervises and trains salespersons.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Responsible for the overall retail operation of the Golf Pro Shop. Create merchandising displays to maximize sales and product turnover. Provide superior customer service. Observe club's safety rules and regulations.

Job Tasks/Duties

- Answers questions concerning club services.
- Controls and manages play, ensures that all members and guests are checked in and billed properly.
- Reminds all golf-playing members of rules and regulations governing golf course usage.
- Maintains billing charges of members and guests; submits billing charges to accounting department in a timely manner.
- Develops open-to-buy procedures for each category.
- Promotes daily Golf Pro Shop sales and superior customer relations.
- Plans, promotes, merchandises and markets special events and sales.
- Develops and maintains shop displays.
- Monitors the receiving and checking-in of all merchandise.
- Processes all paperwork and coding on invoices.
- Assists Assistant Golf Professional with yearly budgets and merchandise goals and strategies.
- Coordinates inventories and provides monthly inventory reports.
- Maintains all inventory SKU controls for all items in inventory and pricing.
- Monitors procedures for special orders and returns.
- Signs for and accepts full responsibility for a cash bank to be used for operational needs and cashing member checks.
- Assists customers with merchandise selections; works at sales counter as necessary.
- Selects, trains, supervises, schedules and evaluates golf shop salespersons.
- Creates and maintains an approved vendor list.
- Supervises and maintains the point-of-sale (POS) system.
- Works with Golf Professional to select and purchase products for tournaments.
- Orders special order merchandise for members.
- Charges members and guests for golf car usage.
- Works closely with the Gate Attendant to alert staff of incoming guests and requests from members.
- Coordinates shop changeovers for special events and seasons.
- Attends staff meetings.
- Completes other tasks as assigned by the Assistant Golf Professional.

Licenses and Special Requirements

Physical Demands and Work Environment

- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Golf Shop Salesperson

Related Titles: Golf Retail Assistant; Golf Shop Attendant (Assistant); Pro Shop Attendant; Sales Assistant

Reports to: Golf Shop Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Minimum High School diploma or GED equivalent; some college preferred.
- Previous customer service retailing experience.

Job Knowledge, Core Competencies and Expectations

- Able to operate a point-of-sale (POS) system.
- Outstanding customer service skills.
- PGA Apprentice working to attain PGA Professional status desirable.
- Enthusiastically promote the game of golf.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Sell merchandise in Golf Pro Shop, ensuring that the shop operation is functioning well and that all phases of service and their execution are optimal.

Job Tasks/Duties

- Advises members and guests about attire, golf clubs and supplies, etc.
- Arranges and displays Pro Shop inventory.
- Assists with Golf Pro Shop merchandising, cleaning (vacuums and dusts) and restocking.
- Records all sales transactions.
- Operates point of sale (POS) system.
- Collects and records greens fees and golf car rental fees.
- Issues receipts for greens fees and golf car rentals.
- Takes messages for members who may be on the course.
- Assists in packing and unpacking inventory.
- Recruits tournament participants.
- Assists in special orders.
- Schedules tee times.
- Checks in and registers members and guests for golf play after confirming times and course and that the member is paying within limits of his or her membership.
- Assists with special promotions and sales.
- Opens and closes Golf Pro Shop as scheduled.
- Provides golf instruction as schedule warrants.
- Attends staff meetings.
- Completes other assignments requested by the Golf Pro Shop Manager.

Certifications and Special Requirements

Physical Demands and Work Environment

- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Outside Services Manager

Reports to: Golf Professional

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High school diploma or GED required.
- Requires basic computer skills including proficiency in Microsoft Office.

Job Knowledge, Core Competencies and Expectations

- Knowledge and understanding of typical golf course procedures.
- Knowledgeable about all upcoming club events.
- Can work all positions within golf operations.
- Responsible for maintaining a clean, safe working environment, with emphasis on promoting employee health and safety.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Oversees and coordinates the work of all those involved in guest services while on the club's golf course, particularly Starters and Rangers. Monitors equipment and golf car use.

Job Tasks/Duties

- Trains service employees in their assigned duties.
- Maintains proper golf car repair records.
- Assists in maintaining bag number control for bins.
- Alerts the Assistant Golf Professional when members add or remove bags from club storage.
- Ensures that members and guests have an enjoyable day at the club when they visit.
- Reports any damaged, broken or misused equipment to the Assistant Golf Professional as soon as possible; records the damage and by whom.
- Inspects employees' uniforms to ensure that they are attired properly for the season and are presentable to members and their guests.
- Inspects the quality of work, club and bag carts and practice balls cleaning.
- Trains staff to recognize members not dressed properly for the use of course and practice area and relays the information to the Golf Pro Shop staff.
- Assigns service employees to daily duties and shift leader.
- Is alert to the weather or approaching inclement weather.
- Communicates with the outside service and Golf Pro Shop staff for any needs required by members and guests.

Licenses and Special Requirements

- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Ranger

Related Titles: Marshall; Player Assistant; Range Manager

Reports to: Golf Professional

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent.

Job Knowledge, Core Competencies and Expectations

- Knowledgeable about the game of golf and its rules.
- Must be friendly, tactful, courteous and possess excellent communication skills.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Ensure smooth and reasonable pace of play on golf course to avoid bottlenecks and delays. Patrol golf course to prevent unauthorized people from using facilities. Assist golfers during play and in any emergencies on the course. Administer First Aid, if necessary.

Job Tasks/Duties

- Observes pace of play.
- Requests slower playing groups to speed up or allow others to play through, if appropriate.
- Escorts unauthorized people from course as well as unruly members or guests.
- Prevents players from entering the course beyond the starting tees.
- Reports all infractions to starter.
- Ensures that bunkers are raked.
- Monitors course maintenance problems. Ensures that divots and ball marks are repaired and that other hazardous areas are marked for repair.
- Prepare written reports when complaints, accidents or other incidences occur.
- Ensures that supplies such as flags, water bottles and cups are properly placed throughout the course before and during games; lets management know when supplies run low.
- Carries and provides clean towels and water for ball washers.
- Replaces towels on ball washers.
- Replenishes water in ball washers.
- Assists Starter at first tee during heavy demand periods.
- Monitors golf course maintenance problems.
- Removes loose trash from golf course.
- Reminds players about appropriate course etiquette.
- May deliver urgent messages to players on course.
- Explains rules of the game to players to resolve disputes.
- Fills on-course water coolers; replenishes cup supplies.
- Keeps log of daily activities.
- Obtains necessary tournament permits.
- Returns lost equipment to owners or to clubhouse.
- Attends staff meetings.
- Serves as liaison between players, management and other employees.
- May help to store golf cars and other equipment at the end of the day. May assist in cleaning course facilities.
- Performs other appropriate tasks as assigned by Assistant Golf Professional.

Licenses and Special Requirements

- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Starter

Related Title: Tee Time Attendant

Reports to: Golf Professional

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent.

Job Knowledge, Core Competencies and Expectations

- Knowledgeable about the game of golf and its rules.
- Must be friendly, tactful, courteous and possess excellent communication skills.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Control pace of play on golf course by directing players to the first tee at appropriate times.

Job Tasks/Duties

- Provides information regarding course, play times and other golf-related issues.
- Verifies that all revenues have been properly recorded by inspecting receipts for all players before they depart for course, practice tee or range.
- Dispenses range balls in accordance with club policies.
- Keeps Assistant Golf Professional informed about rate of course play.
- Determines rate of course play.
- Maintains clean and orderly appearance of starter's booth at all times.
- Cleans sporting equipment and vehicles.
- Arranges players in proper starting order and assigns appropriate tees.
- Assigns golf cars.
- Starter may also perform the following duties:
 - ensures that members' and guests' bags are appropriately placed in golf cars;
 - assigns caddies;
 - trains and instructs caddies in proper duties and etiquette; and
 - assists golf professional in running tournaments, clinics and other special events.
- Supplies players with score cards, pencils and rules of play.
- Advises players and caddies about course conditions.
- Performs standard opening and closing procedures.
- Attends staff meetings.
- Performs other appropriate tasks assigned by Assistant Golf Professional.

Licenses and Special Requirements

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

GM/COO

Administrative Assistant

Related Titles: Office Manager; Executive Assistant

Reports to: General Manager

Supervises: Receptionist

Classification:

Education and/or Experience

- Undergraduate college degree with a business major or minor.
- Experience as administrative assistant.
- Two to three years of club or hospitality industry experience.

Job Knowledge, Core Competencies and Expectations

- Anticipate needs and wants of managers by being prepared and organized while acting with a sense of urgency.
- Must demonstrate appropriate analytical skills, attention to detail, organizational and project management skills.
- Must have superior interpersonal skills as well as excellent ability to communicate orally and in writing.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Provide administrative support services to the Board of Directors, General Manager and other staff members. Perform general office tasks. Supervise office staff members.

Job Tasks/Duties

- Prepares notices, agendas and other items for the Executive Committee and Board of Directors' meetings; manages records and files minutes of each meeting; maintains official minutes of all board committees.
- Performs general office tasks not limited to word processing to assist the General Manager and other department heads.
- Maintains general correspondence.
- Receives and screens visitors.
- Helps to schedule the General Manager's appointments and conferences.
- Answers the telephone; acts as a receptionist when necessary; assists with members' inquiries and provides information about membership, special functions, etc.
- Takes reservations for club outlets and events as necessary.
- Prepares and sends mailings about club events and functions.
- Attends meetings with the General Manager, Board of Directors, Executive Committee, club staff and others; takes minutes and transcribes them for distribution as necessary.
- Assists with development of club newsletters and publications.
- Prepares PowerPoint overheads for General Manager's meetings; assists in computer-design tasks related to menus, invitations, announcements, signs and other materials.
- Purchases and inventories office supplies and forms; monitors office equipment-maintenance contracts.
- Maintains the office area to keep it neat and tidy.
- Provides assistance and training as needed to other managers relative to e-mail, Internet and general computer applications.
- Maintains "lost and found" items by tracking and safeguarding these items.
- Receives deliveries from Fed Ex, UPS and other delivery services.
- Tracks meter levels on postage machine.
- Directs the work of temporary office staff.
- Purchases vehicle license plates and manages schedules for vehicle inspection services.
- Performs other *ad hoc* duties as assigned by the General Manager.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Assistant General Manager

Related Titles: Clubhouse Manager; Assistant Manager; Assistant Club Manager; Assistant Clubhouse Manager; Assistant General Manager; Hospitality Services

Reports to: General Manager

Supervises: Executive Housekeeper, Director of Security, Valet, Coat Checker, Director of Facilities

Classification:

Education and/or Experience

- Bachelor's degree from a four-year college or university.
- Hospitality Management major preferred.
- Member of Club Managers Association of America (CMAA) and other professional associations.
- Attends conferences, workshops and meetings (e.g., CMAA's World Conference and Club Business Expo and CMAA chapter meetings) to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members.
- Six or more years of related experience with three or more years as a manager.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Management of complex capital projects.
- Experience working with volunteer committees.

Job Knowledge, Core Competencies, and Expectations

- Ability to function as club's general manager during his/her absence.
- Knowledge of management requirements for housekeeping, engineering, maintenance and repair and security functions at the club.
- Must demonstrate appropriate analytical skills, attention to detail, organizational and project management skills.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Work closely with the General Manager. Responsible for operation of all aspects of the club in the absence of the General Manager and perform specific tasks as requested by the Manager.

Job Tasks/Duties

- Approves budgets, staffing and general operating procedures and other plans for the rooms, housekeeping, maintenance and repair and security departments; directs the work of department heads.
- Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained.
- Functions as an administrative link between departments.
- Monitors internal cost control procedures.
- Plans and coordinates training and professional development programs for himself or herself and club personnel.
- Assists the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.
- Maintains contact with members and helps to assure maximum member satisfaction.
- Receives and resolves complaints from club members, guests and employees.
- Assures that the club's preventive maintenance and energy management programs and Master Plan are on schedule and in use.
- Assists in the planning of facility improvements, remodeling, construction and repair, and interacts with

- applicable club committees for this purpose.
- Participates in ongoing facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained.
 - Serves as an *ad hoc* member of appropriate club committees.
 - May serve as a departmental manager in that manager's absence.
 - Attends management and staff meetings as scheduled.
 - Interacts with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to visitors.
 - Approves all entertainment in consultation with the Special Events Manager and others.
 - Serves as a club representative within the community.
 - Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.
 - Monitors labor; evaluates scheduled and actual labor hours and costs.
 - Researches new products and develops an analysis of their costs and benefits.
 - Oversees daily club operations.
 - Reviews all accidents and works with Security in completing accident reports.
 - Advises General Manager about the development and revision of club by-laws and policies; consistently enforces all policies.
 - Works with Human Resources Department staff to develop long-term staffing needs for the clubhouse department.
 - Works with department heads to plan professional development programs for applicable staff.
 - Ensures that all legal requirements are consistently followed.
 - May perform clubhouse opening and closing duties, including those related to security.
 - Recruits for and manages the club's internship program; responsible for management and operation of the employee dormitory.
 - Monitors employee dress codes and member dress codes as applicable.
 - Conducts training and other meetings with department staff.
 - Completes other appropriate assignments made by the General Manager.

Licenses and Special Requirements

- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation desirable.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to handle hot and cold interior and outdoor conditions.
- Independent mobility throughout the clubhouse.

General Manager/Chief Operating Officer (GM/COO)

Related Titles: Chief Operating Officer; Club Manager; Clubhouse Manager; Managing Director; Manager; General Manager/Vice President

Reports to: Club President and Board of Directors

Supervises: Assistant General Manager (Clubhouse Manager); Food and Beverage Director; Controller; Director of Facilities; Membership Director; Director of Human Resources; Director of Purchasing; Director of Golf; Golf Course Director; Tennis Professional; Athletic Director; Administrative Assistant

Classification:

Education and/or Experience

- Bachelor's degree from a four-year college or university; Hospitality Management major preferred.
- Maintains membership with the Club Managers Association of America (CMAA) and other professional associations.
- Attends conferences, workshops and meetings (e.g., CMAA's World Conference and Club Business Expo and CMAA chapter meetings) to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members.
- Experience as a Clubhouse Manager or Assistant General Manager.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Management of complex capital projects required.
- Experience working with volunteer committees preferred.

Job Knowledge, Core Competencies and Expectations

- Characteristics of a successful GM/COO includes honesty, straightforwardness, integrity, accountability, leadership and dedication.
- Able to inspire and motivate others, earn the respect of the members and employees as well as the community at large.
- Conducts himself or herself in a responsible and professional manner at all times while at or away from the club and encourages other staff members to do the same to reflect the proper image of the club throughout the community.
- Able to be diplomatic and tactful – yet firm – in dealing with member constituents.
- Must demonstrate interpersonal relations skills; be an excellent communicator and a competent administrator; and must be able to effectively communicate the club's vision.
- Ability to set goals and objectives as well as delegate to and coach the department managers and their staffs.
- Ability to manage cross-functional teams and multi-disciplinary projects.
- Ability to make complex decisions in a dynamic environment in support of the club's vision, mission and core values.
- Displays sound judgment.
- Ability to think strategically while meeting operational and near-term objectives.
- Financial aptitude commensurate with executive duties.
- Helps to set and maintain high standards for all facilities, services and communications.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Serve as Chief Operating Officer of the club. Manage all aspects of the club including its activities and the relationships between the club and its Board of Directors, members, guests, employees, community, government and industry. Coordinate and administer the club's policies as defined by its Board of Directors. Develop operating policies and procedures and direct the work of all department managers. Implement and monitor the budget, monitor the quality of the club's products and services and ensure maximum member and guest satisfaction. Secure and protect the club's assets including facilities and equipment.

Job Tasks/Duties

- Implements general policies established by the Board of Directors; directs their administration and execution.
- As a partner with the Governing Board in advancing the club's mission, the GM/COO discusses with the Board issues facing the club and identifies actual or anticipated problems.
- Apprises the Governing Board of trends, changing circumstances and unexpected occurrences that could result in making changes to the strategic plan.
- Reports member infractions to the Board for necessary action.
- Monitors long- and short-term objectives and financial reports and, in consultation with the Controller, prepares a financial plan for the club.
- Manages club cash flow and establishes controls to safeguard funds.
- Sets the standard for effective management and demonstrates a concern for the supervision and development of the staff.
- Plans, develops and approves specific operational policies, programs, procedures, methods, rules and regulations in concert with general policies.
- In conjunction with the Human Resources Director and department supervisors, establishes employee rules and regulations, work schedules, internal controls and a performance appraisal system.
- Coordinates the development of the club's long-range and annual (business) plans in efforts to move toward the club's mission.
- Develops, maintains and administers a sound organizational plan; initiates improvements as necessary.
- Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
- Coordinates development of operating, cash, and capital budgets according to the applicable budget calendars; monitors monthly budget and other financial statements; takes effective corrective action as required; approves vouchers before payment; prepares and makes financial reports to the board of directors.
- Coordinates and serves as *ex-officio* member of appropriate club committees.
- Welcomes new club members; "meets and greets" all club members as practical during their visits to the club. Develops ongoing dialogue and rapport with members through recognition, communication and follow-through.
- Provides advice and recommendations to the club's President and committees about construction, alterations, maintenance, materials, supplies, equipment and services not provided in approved plans or budgets.
- Consistently assures that the club is operated in accordance with all applicable local, state and federal laws.
- Oversees the care and maintenance of all the club's physical assets and facilities.
- Coordinates the marketing and member-relations programs to promote the club's services and facilities to present and potential members.
- Ensures the highest standards for food, beverage, sports and recreation, entertainment and other club services.
- Establishes and monitors compliance with purchasing policies and procedures; reviews and approves purchasing procedures and requirements.
- Reviews and initiates programs to provide members with a variety of popular events.
- Works with subordinate department heads to schedule, supervise and direct the work of all club employees; confers with them about personnel-related matters including compensation, job changes and performance evaluation.
- Convenes and presides over meetings with department managers and conducts regular full staff meetings.
- Attends meetings of the club's Executive Committee and Board of Directors.

- Participates in selected community activities to enhance the prestige of the club; broadens the scope of the club's operation by fulfilling the public obligations of the club as a participating member of the community.
- Properly manages all aspects of the club's activities to ensure and maintain the quality of products and services provided by the club.
- Serves as liaison between all management staff and the board.
- Coordinates inter- and intra-committee activities.
- Writes policy and rule directives or approves those written by department heads.
- Has ultimate authority over inter-departmental matters and implements policies concerning employee-employer relations.
- Develops, maintains and disseminates a basic management philosophy to guide all club personnel toward optimal operating results, employee morale and member satisfaction.
- Prepares reports and other support material for committee and board use.
- Negotiates and recommends board approval for contracts.
- Provides for and manages use of the club's equipment, space and materials.
- Establishes and approves workloads, work methods and performance standards.
- Maintains relations with police, fire, liquor control board, health department and other governmental agencies.
- Directs purchasing, receiving, storage, issuing, preparation and control of all products, supplies and equipment.
- Coordinates as necessary arrangements for public functions and social gatherings including seating according to protocol and special courtesies extended to members and guests.
- Ensures proper cleanliness and sanitation of all club facilities and environments.
- Performs competitive analyses on clubs and other businesses providing member alternatives through personal observations and historical reports.
- Oversees risk management programs to ensure that adequate safety measures are in place to protect members, employees and club assets.
- Handles emergencies such as fires, accidents and breaches of security or house rules promptly and in person. Emphasizes prevention through training, inspection and preventive enforcement.
- Secures and protects the club's assets, including intellectual property and brand, and enhances the brand equity.
- Convenes and presides over meetings with departmental managers; conducts all-facility personnel meetings.
- Gives direction to and works closely with vendors, outside contractors, firms and individuals providing services to the club.
- Directs the writing and publishing of the club newsletter and plans for intra-club public relations.
- Maintains relations with local, state and national associations that promote the game of golf.
- Assists in the sale and transfer of club memberships.
- Provides for the security of the club, its environs and members' belongings.
- Adheres to established board media policies.
- Performs other duties and functions as the club board may direct that are consistent with this job description.

Licenses and Special Requirements

- Certified Club Manager (CCM) designation or in current pursuit of this designation desirable.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to handle hot and cold interior and outdoor conditions.
- Public speaking at meetings and events.

HOAs – Residential Communities

Amenities Supervisor (HOA)

Related Titles: None

Reports to: Golf Course Superintendent

Supervises: Amenities Irrigator

Classification:

Education and/or Experience

- High School diploma or GED equivalent.
- Coursework, certificate or undergraduate degree in Landscaping and/or Agronomy desirable.
- Previous experience and knowledge of grounds work.

Job Knowledge, Core Competencies and Expectations

- Ability to calibrate spray rigs and fertilizer spreaders.
- Knowledge of landscaping maintenance procedures.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Ensure successful follow-through in the construction, repair and maintenance of amenities areas within residential community. Trains, monitors and instructs employee and ensures the safety, repair and maintenance of equipment and facilities.

Job Tasks/Duties

- Assists the Golf Course Superintendent in the daily maintenance of all NOAS and Amenities areas.
- Completes daily work schedules for supervised employees.
- Completes a work status report of the crew at the end of each day.
- Assists in planning and supervising the construction and maintenance of tennis courts, roads, parking lots, gardens and clubhouse landscaping.
- Supervises the repair and maintenance of mechanical and motorized equipment.
- Instructs staff in the operation and care of amenities equipment.
- Supervises and participates in the operation of water pumps used for water features.
- Monitors daily shop, break room and office clean-up.
- Monitors safety programs.
- Trains and supervises staff in the proper planting and trimming of trees, shrubs and flowers.
- Supervises maintenance of the irrigation system.
- Monitors and cleans water features daily.
- Adds chlorine as needed to control algae and keep features clean.
- Performs staff maintenance responsibilities as needed.
- Correlates mowing, verti-cutting and fertilizing schedules with Golf Course Superintendent and Tennis Professional.
- Calibrates fertilizer spreaders and spray rigs.
- Supervises and participates in fertilizing.
- Operates tractors and mowers on a limited basis.
- Performs other duties as assigned.

Licenses and Special Requirements

- Valid driver's license.
- Public Pesticide Applicator Operations license.

- CPR and First Aid training desirable.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.

Director of Member Services and Design Review Coordinator (HOA)

Related Titles: None

Reports to: General Manager

Supervises: Residential Services Inspector (HOA)

Classification:

Education and/or Experience

- Associate's degree in applicable field of study.
- Three years of real estate and/or property management experience.
- Continuing education in architecture, real estate or property management.
- Supervisory experience.

Job Knowledge, Core Competencies and Expectations

- Working knowledge of architectural and property management concepts.
- Ability to develop creative ideas/strategies for cost containment and plan design and implementation of best practices.
- Appropriate analytical skills, attention to detail, organizational and project management skills.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for managing all areas of Residential Services including residence inspections, mail collections for absentee members and overseeing all outside consultants such as for pools and pest prevention. Ensures that the integrity of the residential club community and design philosophy are followed with the overriding objective of protecting, preserving, and enhancing club's property values. Works closely with the General Manager and Design Review Committee to enforce Design Guidelines.

Job Tasks/Duties

- Oversees daily operation of all member services including home inspections, pool maintenance, landscape services, and pest prevention.
- Directs the responsibilities for coordinating the daily operations and duties assigned to the Member Services Coordinator and Residential Inspectors.
- Assures that all requests are completed and carried out precisely as requested by homeowners. Charges and billing are completed for all services provided.
- Arranges, schedules and attends all design-review meetings for the Design Review Committee.
- Prepares minutes for and responses to architects, general contractors/builders and members resulting from Reports of Review meetings.
- Ensures that all appropriate fees and charges are collected for the design-review process and that builder's bonds for all lots in design and construction are paid and gate access has been arranged through Security.
- Oversees the posting of all lots and notifies adjacent property owners by certified mail.
- Conducts required pre-construction meetings with members and the general contractors before construction may begin. Discusses site preparation and construction staging of materials.
- Conducts weekly on-site inspections of all construction lots, including remodels.
- Ensures that finished floor and height certifications are in conformance with the approved plans.
- Communicates with members, architects and contractors on all construction- and design- related matters as it relates to the Design Guidelines.
- Arranges for final inspections of Architectural Representatives Civil Engineers and Landscape Consultants.
- Takes corrective actions for all Design Guideline violations and ensures that enforcement procedures are followed including imposing fines and liens by way of Non-Compliance Waivers.
- Answers questions pertaining to the Association and the overall property of the club community. Responsibilities include property management duties for the Association.
- Composes correspondence to members regarding violations including landscape issues, lighting, satellite dishes, utility issues and emergencies, dog complaints, noise and vehicles.

- Works closely with the club's Security Department to enforce and maintain the Association's rules and regulations.
- Prepares policies and procedures related to the position for the Design Review and Residential Services programs.
- Prepares forecasts and budgets for Design Review, Residential Services and Outside Services.
- Coordinates with contractors and employees as needed to respond to Residential Services Member requests.
- Supervises residential inspectors.
- Performs other duties as assigned by the General Manager.

Licenses and Special Requirements

- Community Association Manager (CAM) certification required.
- Real Estate agent or Real Estate broker's license desirable.
- Public Notary License (or achievement after employment).

Physical Demands and Work Environment

- Regularly exposed to outside weather conditions.
- Frequently exposed to fumes or airborne particles.
- Occasionally exposed to wet and/or humid conditions.
- Noise level in the work environment is usually moderate.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Main Gate Attendant (HOA)

Related Titles: Front Gate Security Attendant; Main Gate Security Detail

Reports to: Director of Security

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent.
- Previous service in the US Armed Forces; local police, state police or Sheriff's Office desirable.

Job Knowledge, Core Competencies and Expectations

- Knowledge of applicable state and local laws and the club's policies and procedures, including enforcement of covenants.
- Demonstrate self-restraint in challenging unruly or unauthorized guests or service providers or in handling other difficult situations.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Control access to the club by checking vehicles for proper decal/passes, allowing entry only to members, designated guests and employees. Issues authorized decals/passes; and allows entry to authorized destinations by all law enforcement agencies, ambulance services and fire trucks.

Job Tasks/Duties

- Maintains and keeps an active gate and other required logs.
- Monitors and reports all alarms received by gate monitor receiver and calls from the Sheriff's Department or other alarm monitoring agencies.
- Checks all vehicles and person(s) for entry authorization by observing valid decal/passes and/or visitor logs. Issues authorized decal/pass and allows driver entry.
- Turns away all unauthorized person(s) that cannot be verified by a decal/pass, visitor log or a phone call.
- Acts as dispatcher between gates and patrols for all security communications.
- Assists other agencies as requested.
- Issues citations and gives verbal and written warnings.
- Performs security patrol functions.
- Accepts and issues packages and records same in package receipt log.
- Performs other duties as may be assigned.

Licenses and Special Requirements

- Certification in Basic CPR, AED and First Aid.
- 21 years of age or older.
- Valid driver's license.

Physical Demands and Work Environment

- Frequent exposure to hot, sunny, humid, cold or rainy conditions.
- Working conditions are often slippery and wet.
- May work in night time conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Residential Services Inspector (HOA)

Related Titles: None

Reports to: Director of Member Services and Design Review (HOA)

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Post-secondary vocational/ technical training in applicable field of study.
- Two years of applicable experience.

Job Knowledge, Core Competencies and Expectations

- Familiar with basic household utilities such as electrical, gas and plumbing and ability to recognize potential or actual problems and explain the issue to a contracted repair representative.
- General maintenance knowledge of vehicles to ensure they are in good working condition.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Prepare a designated route, inspect vacant homes for specific maintenance and security issues per customized Residence Inspection Agreement. Record findings and prepare daily reports. Admit vendors and other service personnel as needed.

Job Tasks/Duties

- Coordinates home visits and scheduling with members.
- Prepares inspection route and a schedule; completes responsibilities in a timely and efficient manner.
- Coordinates with outside vendors for access to the residences per homeowner requests.
- Enters member homes using a standardized check-list to look for problems.
- Verifies functionality of utilities or devices as requested by the homeowner to include checking running water/leaks/pipe connections, dishwasher, refrigerator/freezer, toilets; check door and window locks, main panel/breakers, pool and spa, perimeter of home; inspect for pests and drive vehicles during member-owners' prolonged absences to ensure proper operations.
- Records status of premises and notifies supervisors if further services are needed; add follow-up items to daily inspection report.
- May admit vendors into member-residents' homes and collect mail and forward First Class Mail to residents.
- Maintains accurate records of all activities related to caring for members' homes. Keeps accurate record of daily activities; submits status reports to supervisor.
- Coordinates the implementation of specialized requests including pet sitting, groceries and errands.
- Prepares daily billing and coordinates billing and vendor invoices with the Membership Department for the Accounting Office.
- Responsible for monthly air filter changes and other routine maintenance activities; maintains proper filter inventories based on needs.
- Communicates with supervisor about all ongoing activities and duties performed.
- Performs light housekeeping duties such as vacuuming, trash removal, rinsing sinks and toilets, etc.
- Performs other duties as assigned.

Licenses and Special Requirements

- Valid driver's license.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.

- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Housekeeping

Executive Housekeeper

Related Titles: Housekeeping Manager (Supervisor); Director of Housekeeping; Housekeeping Head Supervisor

Reports to: Assistant General Manager (Clubhouse Manager); Director of Maintenance and Housekeeping

Supervises: House Person (Custodian); Housekeeper (in clubs with guestrooms); Laundry Manager

Classification:

Education and/or Experience

- High School diploma or GED required.
- Club, resort or other hospitality industry housekeeping experience.

Job Knowledge, Core Competencies and Expectations

- Knowledge of cleaning supplies, equipment and techniques required.
- Ability to train and supervise workers and to communicate effectively.
- The ability to read and understand a catering event order required. Computer knowledge.
- Able to administer all housekeeping services for the clubhouse, guest rooms and public and staff areas.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Ensure the highest standards of sanitation, safety, comfort and aesthetics. Direct all housekeeping department projects and programs. Supervise all housekeeping employees, hire and discharge, plan and schedule work assignments, inform new employees about club regulations and inspect housekeeping personnel work assignments. Ensures that adequate supplies are on hand and requisitions supplies; alert Maintenance Department about items or areas requiring repair or replacement.

Job Tasks/Duties

- Supervises all housekeeping employees; hires new employees as needed, discharges employees when necessary and writes warning notices when policies have been violated; evaluates employees for promotions or transfers as openings arise.
- Plans the work of the Housekeeping Department and distributes assignments accordingly; assigns regular and special duties to house persons (custodians), inspectors and linen room attendants; schedules employees and assigns days off according to occupancy forecasts; maintains a time-log record book of all employees within the department.
- Informs new employees about regulations; trains and assigns new employees to work with experienced employees; occasionally checks the work of new employees and reviews the reports made by inspectors.
- Inspects the housekeeping staff periodically to check quantity and quality of work.
- Approves all supply requisitions such as spreads and bathroom rugs.
- Maintains the lost and found department and is responsible for all lost and found items; when possible, determines the rightful owner of and makes arrangements for the return of lost items.
- Develops effective strategies to communicate with other departments.
- Develops departmental budget and, after approval, monitors and takes corrective action as necessary to ensure that financial goals are attained.
- Makes recommendations regarding necessary capital expenditures and special maintenance and repair improvements.
- Develops and implements linen, supply and other inventory management programs to control expenses.
- Plans “deep cleaning” activities and schedules for club’s public and guestroom areas.
- Participates in ongoing evaluation programs to ensure that all club areas meet cleanliness, safety and other standards.
- Serves as an *ad hoc* member of appropriate club committees.
- Plans professional development and training activities for subordinates.
- Works with other department heads for set-up of furniture and other necessary items for special events.

- Maintains and manages the uniform program for all club employees.
- Conducts regular inspections of all club facilities to note needs for special cleaning.
- Maintains MSDS forms and conducts chemical safety training programs for department personnel.
- Supervises compliance with outsourced cleaning contractors.
- Interacts with Purchasing Department personnel for procurement of uniforms, rags and members' linen supplies.
- Attends department head and other staff meetings.
- Completes other appropriate tasks assigned by supervisor manager.

Licenses and Special Permits

Physical Demands and Work Environment

- Exposure to loud noise levels and chemicals.
- Frequent lifting, bending, climbing, stooping and pulling.
- Continuous standing and walking.

Housekeeper

Related Title: Room Attendant; Maid

Reports to: Executive Housekeeper

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent desirable.
- One year of comparable work preferred.

Job Knowledge, Core Competencies and Expectations

- Knowledgeable about maintaining, cleaning and preserving a wide variety of surfaces.
- Follows instructions regarding the use of chemicals and supplies.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Clean all guest rooms.

Job Tasks/Duties

- Stocks Room Attendant's cart and hand caddy.
- Strips and remakes beds with fresh linen.
- Empties wastebaskets and ashtrays.
- Cleans guestrooms.
- Wipes all window sills, walls and light switches.
- Vacuums rugs and floors.
- Dusts all furniture and fixtures.
- Checks lamps for burned-out light bulbs.
- Puts membership packet, comment card and room service menu on desk; makes sure all phone books are in top desk drawer.
- Checks drapes for missing hooks.
- Wipes mirrors and windows.
- Checks heating and air conditioning unit for proper operation.
- Changes mattress pads and blankets, if needed.
- Restocks all stationary.
- Cleans and sanitizes toilets.
- Washes tiles, tub, shower walls and fixtures.
- Wipes shower curtain.
- Cleans sink and fixtures.
- Cleans walls, baseboards and floor.
- Restocks towels, wash cloths, soap, glasses and other supplies and amenities.
- Reports when guestrooms are clean and ready for sale.
- Vacuums guest room hallways.
- Washes, dries and folds laundry.
- Stocks storage rooms.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Executive Housekeeper.

Licenses and Special Requirements

Physical Demands and Work Environment

- Ability to lift up to 30 pounds and perform strenuous work lifting, pushing, pulling, bending, stooping and climbing.
- Use ladders when required.
- Job has the potential to expose the employee to human blood pathogens or infectious materials.

House Person (Custodian)

Related Titles: Janitor; Cleaning Person; Custodian; Porter; Housekeeper; Maid; Houseperson

Reports to: Executive Housekeeper

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent.
- One year of comparable custodial work preferred.

Job Knowledge, Core Competencies and Expectations

- Knowledge of how to maintain, clean and preserve a wide variety of building and furniture, fixtures and equipment surfaces.
- Follows instructions regarding the use of chemicals and supplies; use as directed.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Clean all club facilities.

Job Tasks/Duties

- Dusts rooms and furniture.
- Cleans and sanitizes restrooms; restocks restroom supplies.
- Vacuums carpets and mops floors throughout the club including dining areas.
- Sweeps patio area and dusts patio furniture.
- Empties all wastebaskets.
- Buffs floors.
- Cleans and polishes brass.
- Washes windows.
- Shampoos carpets.
- Reports any damage, burned-out light bulbs and plumbing problems to the Maintenance or Housekeeping departments.
- Calls in work orders.
- Assists with inventory control and security.
- Lock and unlock assigned buildings; secure building when facilities are not in use; check for unlocked doors and windows and turn off lights.
- Takes trash to dumpster.
- Handles recycling materials.
- Polishes glass, table surfaces, counters, shelves, desks, office equipment and door handles.
- Moves furniture, equipment, supplies and tools on an incidental basis.
- Cleans locker room areas including showers and bath areas.
- Cleans walls throughout clubhouse as necessary.
- Maintains outside of clubhouse building (i.e., cleans and shovels steps, walkways, patios and entrances).
- Maintains the pool area including changing rooms and restrooms.
- Cleans exterior of HVAC vents.
- Conducts deep-cleaning projects.
- Cleans and sanitize all restrooms on golf course and at revenue outlet locations.
- Assists with tables, chairs and other furniture needed for special events.
- Dusts exercise equipment.
- Cleans employee restrooms.
- Cleans cigarette containers at entrances.
- Vacuums elevators; cleans stairwells and landings; dusts ceiling light fixtures; does spot cleaning as

- necessary; checks drapes for needed repairs and missing hooks.
- Transports linen to and from the linen or laundry room.
- Attends departmental staff meetings and safety meetings.
- Completes other appropriate assignments made by the Executive Housekeeper.

Licenses and Special Requirements

Physical Demands and Work Environment

- Ability to lift up to 50 pounds and perform strenuous work lifting, pushing pulling, bending, stooping and climbing.
- Use ladders when required.
- Job has the potential to expose the employee to human blood or infectious materials.

Laundry Attendant

Related Titles: Laundry Worker; Laundry Person; Laundry Operator

Reports to: Laundry Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Some High School.
- Minimum of one year of experience in laundry room operation.
- Ability to communicate effectively and to read and understand a Banquet Event Order.

Job Knowledge, Core Competencies and Expectations

- Works within OSHA requirements and applicable Material Safety Data Sheets (MSDSs).
- Safely and correctly operate all laundry equipment.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Responsible for helping with the upkeep and organization of Laundry and Linen Room. Clean and iron soiled linen used throughout the club and its facilities. Clean laundry room area.

Job Tasks

- Empties linen hampers; receives soiled linen.
- Separates and counts linen; inspects for needed repairs and worn items.
- Loads and operates washers.
- Loads and operates dryers.
- Folds and stores linen by type.
- Cleans laundry room and linen room.
- Checks daily worksheets for linen needed.
- Assures quality cleaning and pressing of linens and club uniforms after drying.
- Takes linen inventory periodically and reports shortages.
- Lubricates laundry machines as required.
- Requisitions laundry supplies.
- Transports linen to storage locations.
- Receives incoming linens from contracted linen supply sources.
- Performs minor sewing repairs.
- Attends staff meetings.
- Completes other appropriate tasks assigned by Laundry Manager.

Licenses and Special Requirements

Physical Demands and Work Environment

- Exposure to loud noise level, chemicals (e.g., bleach), dampness and high temperatures.
- Frequent lifting, bending, climbing, stooping and pulling.
- Continuous standing and walking.
- Able to lift and move 40 pounds.

Laundry Manager

Related Titles: Linen Room Supervisor

Reports to: Executive Housekeeper

Supervises: Laundry Attendant

Classification:

Education and/or Experience

- Some High School.
- Requires a minimum of one year of experience in laundry room operation with proven knowledge of general techniques.
- Requires the ability to communicate effectively and to read and understand a Banquet Event Order.

Job Knowledge, Core Competencies and Expectations

- Assures that OSHA requirements are met and that applicable (Material Safety Data Sheets (MSDSs) are available and consistently used.
- Knowledge of and ability to perform role in emergency situations.

Job Summary (Essential Functions)

Responsible for all upkeep and organization of laundry and linen room and for supervision of all laundry personnel.

Job Tasks/Duties

- Hires, trains, supervises, schedules and evaluates all laundry employees.
- Controls all guest room, food service and other linens used at the club.
- Ensures sufficient supplies of linen and uniforms; maintains inventory of employees' uniforms.
- Assures quality cleaning of linen and uniforms.
- Manages the physical inventories of linen and uniforms.
- Empties linen hampers; receives soiled linen.
- Separates and counts linen; inspects for needed repairs and worn items.
- Loads and operates washers in the absence of the Laundry Attendant.
- Loads and operates dryers in the absence of Laundry Attendant.
- Presses linen immediately after drying; folds and stores linen by type.
- Transports linen to storage locations.
- Lubricates laundry machines as required.
- Coordinates with purchasing staff to order supplies and equipment as needed.
- Oversees preventive maintenance program for the laundry area and equipment.
- Procures needed laundry supplies.
- Reports all machinery in need of maintenance and repair to the Executive Housekeeper.
- Implements required safety procedures.
- Checks daily work sheets for linen needed.
- Inspects laundry area to assure proper cleanliness, safety and maintenance.
- Attends departmental meetings and conducts staff meetings.
- Maintains reports on employee attendance and absenteeism for payroll and other purposes.
- Assures that all assigned areas and equipment are neat and clean.
- Completes other appropriate assignments made by the Executive Housekeeper.

Physical Demands and Work Environment

- Exposure to loud noise level, chemicals (e.g., bleach), dampness and high temperature.
- Frequent lifting, bending, climbing, stooping and pulling.
- Continuous standing and walking.
- Able to lift 40 pounds.

Membership Department

Card Room Attendant

Related Titles: None

Reports to: Social Activities Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma.

Job Knowledge, Core Competencies and Expectations

- Knowledgeable about the rules of popular card games including poker, bridge and pinochle.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Serve the needs of card room members and guests.

Job Tasks/Duties

- Serves card players promptly and courteously.
- Keeps kitchen area spotless and organized.
- Removes all dirty dishes to the dish-washing station immediately.
- Cleans and organizes card tables, chairs, cards and other supplies.
- Orders cards and supplies as needed.
- Answers questions about game rules.

Licenses and Special Requirements

Physical Demands and Work Environment

- Manual and finger dexterity in making precisely coordinated movements of the hands and fingers to grasp, manipulate or assemble small objects.
- Arm-hand steadiness while holding arm and hand in one position.
- Near and far vision in order to read or discern details close-up or from a distance.

Children's Program Associate

Related Titles: Day Care Associate; Babysitter

Reports to: Youth Activities Coordinator

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Associate's degree in Early Childhood Development, Applied Psychology or Elementary Education preferred.
- At least two years of work experience as a child care provider in a pre-school or before-and-after school setting.

Job Knowledge, Core Competencies and Expectations

- Give each child individual attention and guidance, help them to build their self-esteem and foster a sense of independence.
- Help teach children to share toys and to work in groups.
- Provide a comfortable, safe and non-threatening environment for children.
- Firmly but fairly discipline children, help them control disruptive behavior and teach them good habits when necessary.
- Requires being alert to and anticipating situations that would compromise the children's physical or emotional well-being.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Implement child care programs for members' and guests' children.

Job Tasks/Duties

- Plays games with children.
- Reads to the children.
- Supervises children's play activities.
- Plans music and arts and crafts activities for the children
- Resolves disputes between children as necessary.
- Maintains safe and clean facility.
- Leads children in exercises, on-grounds field trips, and other activities approved by the Youth Activities Coordinator.
- Keeps play areas in safe, tidy and clean condition.
- Changes diapers and pull-ups on younger children and assists with potty training.
- Maintains toys and games.
- Orders food and beverages for children; ensures that members are billed for these items.
- Attends staff meetings.
- Completes other appropriate tasks as assigned by the youth activities coordinator.

Licenses and Special Requirements

- Child Development Associate credential from the Council for Professional Recognition or Child Care Professional credential from the National Child Care Association desirable.

Physical Demands and Work Environment

- Requires constant standing, walking, bending over, stooping and lifting to tend to the children's needs and provide a clean environment.
- Setting may be noisy and cluttered at times.

Communications Manager

Related Titles: Director of Communications; Publications Director (Manager); Communication Coordinator; Website and Membership Communications Coordinator; Membership Communications Manager

Reports to: Membership Director

Supervises: Website and Graphic Design Associate

Classification:

Education and/or Experience

- Undergraduate degree in English, Communications, Liberal Arts or Graphic Design desirable.
- Website content management experience required.
- Two years of customer service experience required.

Job Knowledge, Core Competencies and Expectations

- Proficient with English grammar and possesses skills in news-style writing, feature writing, copywriting, proofreading and editing.
- Familiarity with editing standards including *The Chicago Manual of Style* and the *Associated Press Stylebook*.
- Experience with computer graphics software, including In-Design, Illustrator, Photoshop, PowerPoint, Microsoft Publisher and Adobe Acrobat.
- Experience with Excel and database programs.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Coordinate the development and production of the club's newsletter (bulletin), press releases and other internal and external written communications.

Job Tasks/Duties

- Coordinates writers, editors and others who assist with the club's newsletter.
- Writes, composes or edits all club magazine and newsletter articles; collects, organizes and submits all copy for production on a timely basis; proofs contents for corrections and changes; responsible for design and layout of page format and cover design.
- Schedules magazine advertisements with production deadlines; collects all camera-ready ads and rough layout with copy; routes all advertisement billing information to the Accounting Department.
- Recommends annual budget; monitors to ensure that advertising department revenues and expenses are within the established budget; implements corrective actions if necessary to assure that budget goals are met.
- Establishes and creates print materials for all aspects of the club, including new member and prospective member promotional pieces, menus, athletic tournament entries and in-house signage.
- Supervises development of the club's communications program.
- Develops and coordinates the club's publicity efforts.
- Oversees all direct mailings, including composition, design and printing.
- Conducts press checks of high-end, four-color pieces that have sizable press runs.
- Serves as managing editor of the employee newsletter.
- May take photos for use in club publications and exhibits.
- Distributes and tallies member surveys.
- Creates flyers, signs and promotional materials for displays and mailings.
- Coordinates development of golf marketing annual plan with golf professional.
- Coordinates and produces annual report.
- Works with department heads to determine web needs.
- Maintains and promotes club's website content and usage for members and staff.
- Responsible for the updates and accuracy of the calendar of events and e-mail blasts to members.

- Develops e-mail promotions and mailings with guidance from the Membership Director and other departments.
- Attends staff meetings.
- Uses social media to communicate with and advertise special events to members.
- Provides administrative support to Membership Services office and drafts correspondence to members and non-members as needed to support the Communications Department.
- Assists General Manager in recognizing member “life events;” orders flowers and prepares cards and memorial donations as appropriate and requested.
- May assist members with their coats and lost items in the Membership office.
- Completes other special projects and assignments as directed by the Membership Director.

Licenses and Special Requirements

- May be asked to take a proofreading and editing test as part of interview process.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.
- Must be able to handle hot and cold interior and outdoor conditions.

Membership Director

Related Titles: Membership Manager; Membership Secretary; Director of Marketing and Sales; Account Executive; Sales Manager; Director of Membership Development; Member Relations Manager; Membership and Marketing Director; Membership and Communications Director (Manager); Member Services Director (Manager, Coordinator, Representative)

Reports to: General Manager

Supervises: Social Activities Manager; Communications Manager

Classification:

Education and/or Experience

- Bachelor's degree in Business Administration, Hospitality or Resort Management, Communications, Public Relations or related major and three (3) years of work experience in the hospitality industry.
- Five years of relevant work experience.

Job Knowledge, Core Competencies and Expectations

- Ability to establish and maintain effective relationships with supervisory/administrative staff, employees, guests and the general public.
- Direct and oversee the activities of the Membership Department and control its budget.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Develop and implement programs, projects and activities designed to increase and retain membership in the club. Represent the club in its relationships with numerous external constituencies.

Job Tasks/Duties

- Maintains the club's database (membership register) of members' files.
- Develops and ensures that established procedures for processing prospective members' applications are consistently followed.
- Plans and implements strategies to meet club membership goals.
- Processes all requests for and transfers of membership.
- Assists prospective members in fulfilling application requirements.
- Conducts tours for prospective members.
- Conducts orientation program for new members.
- Promotes club activities using table tents, newsletters, direct mail flyers, notices on club website and other means.
- Coordinates with the Events Manager the updating of the club's master calendar.
- Maintains online member directory.
- Holds prospective member functions.
- Calls and requests active members to make personal referrals and to assist with recruitment efforts.
- Processes member resignations; develops reports and undertakes special projects as applicable if membership retention problems arise.
- Determines markets to be canvassed for qualified individuals and completes and maintains perpetual member invitee roster.
- Assesses the need for and makes recommendations regarding membership classifications to help ensure that the needs of ever-changing markets are met.
- Personally meets each club member and instills confidence that the club is operated in the best interests of the membership.
- Serves on applicable club committees to assure members' interests are consistently addressed.
- Follows-up on telemarketing efforts, member referrals, leads from staff, catering contracts, newspaper articles, lists, publications, etc.
- Organizes production of membership kits for sales calls, "blitzes" and direct mail activities.

- Researches the need for ongoing sales promotions regarding demographics, market segmentation data, etc.
- Provides sales and other applicable training for staff members.
- Tracks the success and overall performance of all membership activities.
- Coordinates development of the social activities and social calendar for the club.
- Maintains a file of club history information.
- Coordinates all club public relations efforts, members' newsletters, news and media events, use of social media, and club promotional materials.
- Conducts annual club survey on membership dues, equity, practices and fees.
- Attends management and staff meetings.
- Effectively responds to member comments in accordance with club standards, policies and rules; uses ideas, feedback and suggestions to continuously improve the services provided to members.
- Develops and adheres to a departmental budget; after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained.
- Recruits, trains, supervises, schedules and evaluates subordinates according to established club procedures.
- Reports approved new members to the Controller to initiate proper administration of their memberships; ensures that applications are completely and properly filled out, that initiation fees are collected and that new members understand the privileges and costs of becoming a member.
- Provides notices and agenda for and invites and maintains minutes of the club's membership committee.
- Maintains club's member bulletin boards.
- Serves as manager on duty as scheduled.
- Coordinates floral décor throughout the club.
- Interacts with club's decorating and interior design committee to provide effective decorating concepts for the clubhouse.
- Works with the Food and Beverage Department as needed to coordinate special member events.
- Takes photographs of members and club officers at social events.
- Surveys other clubs for information useful in setting and revising club membership policies.
- Oversees the administration of all membership rules and regulations to ensure consistency in interpretation and application; updates club rules and regulations and keeps members informed of changes.
- Responsible for all correspondence to members regarding rules infractions.
- Manages suspension list and handles communication with dissatisfied members.
- Responsible for transfer of club equity memberships through interaction with sales agents, attorneys and title companies on behalf of buyers and sellers.
- Maintains all waiting lists for club and golf memberships.
- Responsible for maintaining confidentiality of all member information.
- Is present during club operating hours and events to assist in meeting and greeting members and guests.
- Completes other appropriate assignments made by the General Manager.

Licenses and Special Permits

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.

Social Activities Manager

Related Titles: Social Director; Director of Special Events; Recreation Director; Social Activities Director; Director of Member Activities; Club Events Manager; Special Events Coordinator

Reports to: Membership Director

Supervises: Youth Activities Coordinator; Card Room Attendant

Classification:

Education and/or Experience

- Bachelor's degree in Hospitality Management, Marketing or Business.
- At least five years of experience in the hospitality business, preferably in a club setting.

Job Knowledge, Core Competencies and Expectations

- Ability to manage the club's social activities.
- Knowledge of wines and alcoholic beverages.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Plan, direct, coordinate, promote, execute and manage the club's social activities designed to enhance the overall enjoyment of the membership and to retain membership in the club.

Job Tasks/Duties

- Plans, promotes and generates enthusiasm and interest for the club's diverse social programs; coordinates the efforts of volunteers and the club's staff.
- Arranges for special publicity needs and supplies for each event; decorates areas for promotions.
- Keeps an accurate history file of each event; writes follow-up correspondence.
- Arranges classes for members on a wide range of topics.
- Plans international and domestic group tours for members; serves as escort when appropriate.
- Hires bands and entertainers; agrees on fees and times; contracts for and monitors entertainment.
- Makes music licensing and motion picture licensing arrangements prior to public performances or outdoor showings at the club.
- Coordinates with Food and Beverage Department personnel to plan major food promotions throughout the year and special monthly dining room and lounge promotions.
- Works with management on pricing of events and other club-based activities.
- Maintains visibility in the community with retailers, artists, entertainers, etc.; uses these resources for the benefit of the club's membership.
- Serves as the club's liaison with the Social Committee and other committees as appropriate.
- Coordinates all events and activities with the club's Communications Manager.
- Assists in developing event registration forms, overseeing reservations, table assignments and billing charges and making sure that this information is provided to the Accounting Department in a timely manner.
- Monitors publicity received by the club.
- Works closely with other club departments to ensure that complete, concise information goes to both club members and staff members who will be working directly with each social event.
- Completes weekly schedules and labor forecasts for event set-up crew.
- Ensures proper room set-up and time posting prior to the beginning of committee meetings or other club functions.
- Helps assure that an effective program of recreational and educational events for members' children and guests is ongoing.
- Works with the club's Decorating Committee to formulate and produce effective decorating concepts for the clubhouse.
- Works closely with the Controller to ensure that budget controls are implemented, that current member

billings are made, and that corrective actions are taken if necessary to help meet budget goals.

- Attends staff and management meetings.
- Oversees departmental secretarial work.
- Responds to applicable comments generated from the club's members' suggestion box or other input methods.
- Assists with the development of the annual social calendar.
- Completes other appropriate assignments made by the Membership Director.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to stand for a prolonged period of time.
- Must be able to lift and carry up to 30 pounds.
- Must be able to stoop and kneel.
- Must have the visual acuity to see the computer screen and paperwork.

Website and Graphic Design Associate

Related Titles: Webmaster; Web and Graphics Manager; Graphic Designer; Website Administrator/Graphic Designer/Technology Coordinator; Commercial Artist and Web Specialist

Reports to: Communications Manager

Supervisor: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- Bachelor's degree in Graphics Design, Website Design, Communications Journalism or a related major.
- Experienced in web editing and formatting using HTML coding.
- Minimum of two years as a Graphic and Webpage Designer.
- Experience performing substantive editing, editing for style and proofreading.

Job Knowledge, Core Competencies and Expectations

- Proficiency in various desktop publishing programs, including QuarkXpress, InDesign, PhotoShop, Illustrator, Dreamweaver and Microsoft Word.
- Collaborates with other departments to complete their design and web projects on an as-needed basis.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Responsible for the graphic design and layout of the club's regular publications and promotional/marketing pieces and miscellaneous other published materials. Also responsible for website administration, creation of new and updated web pages and their content.

Job Tasks/Duties

- Generates web-based communications.
- Maintains and continually improves the club's website.
- Designs and produces posters, brochures, flyers, invitations, menus, signs and informational marketing pieces for up-coming events.
- Gathers information for and coordinates distribution of the club's newsletter.
- Coordinates distribution of audio-visual equipment and trains appointed team members in its proper use and care.
- Produces the club's Golf Directory.
- Produces correspondence and programs for Men's and Ladies' Golf and Tennis Tournaments.
- Produces the *Annual Report*.
- Produces the annual Calendar of Events.
- Responsible for creating and enforcing the club's graphics standards, logo and visual identity brand.
- Assists all departments with their graphic needs.
- Hires freelance photographers, proofreaders and designers when necessary.
- Edits and prepares photographs for publication.
- Familiarity with club's editorial style standards and guidelines and applies these when editing text submitted by staff.
- Establishes and maintains a list of members who wish to receive the newsletter electronically rather than through the mail service.
- Receives and screens visitors and print vendors.
- Other duties as assigned by the Communications Manager.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand, and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.
- Must be able to handle hot and cold interior and outdoor conditions.

Youth Activities Coordinator

Related Titles: Director of Children's Programs; Youth Director; Teen and Youth Activity Director; Youth Program Coordinator

Reports to: Social Activities Manager

Supervises: Children's Program Associate

Classification:

Education and/or Experience

- Master's degree required, preferably in Education, Sports Management.
- Minor or coursework in Communications, Psychology, Sociology or Early Childhood Development.
- Minimum of five years related work experience in childcare, recreation or other child- or youth-related field in a related setting.
- Experience in educational program development and implementation.

Job Knowledge, Core Competencies and Expectations

- Ability to exercise critical human relations skills in establishing and maintaining effective relationships with members, their children, club staff and management.
- Manage programs and events for members' children.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Design, develop, implement and direct programs and events for members' and guests' children. Works closely with Food and Beverage Director and all department leaders to cultivate synergy in a team-based organization. Incumbents also provide direct service to youth through informal counseling and participation in structured educational, recreational and/or vocational workshops and training programs.

Job Tasks/Duties

- Hires, trains, supervises, schedules and evaluates children's program staff as needed.
- Plans, monitors and supervises activities.
- Recruits, screens and trains volunteers.
- Works with [name of committee overseeing youth programming] to develop or enhance, implement and supervise age-appropriate programming.
- Partner with the communication team to create a new and exciting Youth Program calendar for the year.
- Performs informal counseling and functions as liaison between young people and a variety of youth services agencies and mental health professionals.
- Oversees any after school activities at the club and tutoring services.
- Designs and utilizes designated space for youth.
- Prepares weekly activity reports as required.
- Participates in the development of program budget.
- Prepares written and oral reports concerning program activities, objectives and effectiveness.
- Prepares monthly financial reports relevant to the program; recommends corrective action strategies, if necessary, to help assure that budget goals are met.
- Works with parents to plan and evaluate ongoing educational and entertainment programs.
- Develops multiple and diverse revenue-generating summer camp activities for the children of club members.
- Leads a variety of activities, outings and field trips designed to benefit and enrich program participants.
- Provides quality service to all members and staff.
- Completes payroll timesheets for staff.
- Signs off on and organizes and plans birthday and holiday parties for the members' children.
- Produces children's communications for members, including the monthly children's schedule.
- Ensures that all promotional materials are current.

- Interacts with other departments to promote youth programs.
- Attends staff meetings.
- Performs other appropriate tasks as assigned by the Social Activities Manager.

Licenses and Special Requirements

- 21 years of age.

Physical Demands and Work Environment

- Continuous walking and standing.
- Frequent lifting, pulling, bending, stooping and repetitive actions.
- Ability to project voice and get attention of and cooperation from youngsters.
- Occasionally must work outdoors in inclement weather.

Purchasing Department

Director of Purchasing

Related Titles: Director of Food and Beverage Purchasing; Purchasing Agent; Procurement Director; Purchaser; Purchasing Manager; Chief Steward; Buyer

Reports to: General Manager; Clubhouse Manager

Supervises: Purchasing Agent

Classification:

Education and/or Experience

- Undergraduate degree in business, hospitality management, or related field desirable.
- A minimum of five years of experience in the food service business.
- Exposure to or experience in quantity food purchasing, food service and other equipment, furnishings, supplies or services through competitive bidding.

Job Knowledge, Core Competencies and Expectations

- Strong analytical, negotiating and product management skills required.
- Ability to purchase all of the club's required products and services in the correct quality, at the right price, and in the best quantity while considering timing and supplier alternatives.
- Working knowledge of sources of supplies, pricing trends and grades or quality of materials and products.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Responsible for the procurement of all products, furniture, fixtures, equipment, supplies, capital equipment, and other purchases in the club's centralized procurement program. Assist in the development of purchase specifications. Select vendors, establish bidding and ordering procedures and help develop effective source document flow through the club. Supervise Purchasing Agents.

Job Tasks/Duties

- Maintains the purchase order system; issues purchase orders for needed products, materials and services; monitors purchase orders to assure that deliveries are correct.
- Coordinates the procurement and distribution of food items with production operations.
- Obtains the best value at the lowest price consistent with established quality standards and delivery schedules.
- Maintains files of vendors' stock lists, catalogs, price sheets and discounts.
- Forecasts market conditions, availability of materials, and economic conditions.
- Keeps informed about current laws, rules and regulations affecting procurement.
- Handles communications concerning over-shipments, shortages, price changes and related matters.
- Determines the cost of deliveries and the best methods of transportation.
- Develops specifications for products, materials, and services in cooperation with personnel responsible for production and service.
- Authorizes the rejection of materials that fail to meet specifications.
- Maintains a file of current specifications.
- Determines necessary stock (par) levels to provide adequate food and supplies and to minimize investments.
- Inspects storage areas.
- Monitors records of inventory, materials ordered, and potential demands for food, beverages and supplies.
- Monitors maintenance and repair of storage facilities.
- Develops lists of potential bidders.
- Selects vendors.
- Negotiates reasonable terms with vendors.

- Acts as liaison between vendors and club departments.
- Evaluates vendors' products, services, dependability, and costs.
- Creates goodwill for the club through effective trade relations.
- Solves problems with vendors; expedites deliveries as necessary.
- Works with vendors to identify new products, materials and processes.
- Oversees the distribution of bids and receipt of quotations.
- Investigates vendors' facilities.
- Reviews and closes open purchase orders.
- Develops job descriptions for purchasing and storeroom personnel.
- Plans professional development and training opportunities for staff.
- Manages purchasing agents to assure that established purchasing procedures are consistently followed.
- Trains purchasing agents to follow established purchasing procedures.
- Determines staffing needs for purchasing and storage functions.
- Monitors flow of materials through the club from selection to production to service.
- Participates in "make-or-buy" decisions with production and service staff.
- Develops a budget for operation within the scope of responsibility; takes corrective actions as necessary to help assure that budget goals are attained.
- Reviews financial statements to monitor expenditures in operational areas.
- Supervises the inventory process.
- Cooperates closely with various department heads relative to special function requirements, dealing with special menus, lines, etc.
- Maintains payroll records for department.
- Attends departmental and club meetings.
- Completes other appropriate assignments made by the General Manager.

Licenses and Special Requirements

- Food safety certification

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand, and lift up to 40 pounds.
- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.
- Must be able to handle hot and cold interior and outdoor conditions.

Purchasing Agent

Related Titles: Purchaser; Procurement Specialist; Purchasing Clerk

Reports to: Director of Purchasing

Supervises: No supervisory duties are included in this position

Classification:

Education and/or Experience

- Associate's degree in business and accounting desirable.
- A minimum of two years of experience in the food service business or working as a purchasing agent.
- Exposure to or experience in purchasing quantity food, food service equipment, furnishings, supplies or services through competitive bidding.

Job Knowledge, Core Competencies and Expectations

- Strong analytical, negotiating and product management skills required.
- Working knowledge of sources of supplies, pricing trends, and grades or quality of materials and products.
- Knowledge of and ability to perform required role in emergency situations.
- Strong sense of business ethics.

Job Summary (Essential Functions)

Assists in the procurement of all food and beverage products, equipment, supplies, materials and other items needed for the club.

Job Tasks/Duties

- Processes purchase requisitions from authorized personnel.
- Assists in the selection and evaluation of vendors.
- Helps develop purchasing policies and procedures.
- Develops purchase specifications and performs "make-or-buy," quality evaluation and other analyses.
- Maintains current files of vendors, stock lists, catalogs, price sheets, etc.
- Gathers information about market conditions and availability of materials.
- Knows current laws and regulations affecting purchasing tasks.
- Monitors purchase orders to assure that deliveries are correct and complete.
- Helps expedite purchase of needed products.
- Interacts with vendor personnel regarding shortages, price changes and related matters.
- Works with club personnel to determine proper quality and purchase quantities.
- Helps to minimize losses from product or supply pilferage, spoilage or obsolescence.
- Utilizes procedures that minimize operating costs for purchase and storage of all products.
- Inspects storage areas.
- Monitors inventory records.
- Acts as a liaison between vendors and all club departments.
- Compares vendors' product quality, service dependability and costs.
- Creates goodwill for the club through effective vendor relations.
- Works with vendors to solve operating problems.
- Helps to identify new products, materials and processes which are potentially useful to the club.
- Helps distribute bids, receive quotations and make purchase order decisions.
- Investigates vendor facilities.
- Interviews salespersons; places orders.

Licenses and Special Requirements

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand, and lift up to 40 pounds.

- Must be able to sit for prolonged periods of time.
- Moderate noise level in the work environment.
- Must be able to handle hot and cold interior and outdoor conditions.

Security & Maintenance

Chief Engineer

Related Titles: Engineer; Maintenance Engineer; Superintendent (Manager or Supervisor); Engineering Manager

Reports to: Facilities Director

Supervises: Repair/Maintenance Manager

Classification:

Job Knowledge, Core Competencies and Expectations

- Ability to diagnose and implement repairs to refrigerators, freezers, ice machines, glass chillers and related items.
- Able to diagnose minor HVAC problems and implement repairs; install thermostats and set programming.
- Can diagnose and implement repairs to commercial ovens electric or gas, fryer units, convection ovens, commercial mixers and other kitchen equipment.
- Can diagnose, trace and resolve electrical problems.
- Ability to diagnose problems and implement repairs to whirl pools and saunas.
- Replace water heaters and handle related plumbing projects.
- Diagnose problems with commercial washers and dryers and make repairs.
- Diagnose and resolve minor computer-related or projection AV problems.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Oversee all mechanical areas of the club facility including, electrical, HVAC systems and related equipment to keep the club functioning at top efficiency. Select, train and supervise engineering staff. Works with the General Manager, Club House Manager, Building Engineer and/or Facilities Manager to oversee all renovation, expansion, and special projects.

Job Tasks/Duties

- Hires, trains and supervises maintenance and repair personnel.
- Schedules workloads and work orders for all areas of the club and its equipment.
- Coordinates with purchasing department to procure parts and items needed for maintenance, completion of work orders and general department supplies.
- Prepares and monitors budgets for the Engineering Department; takes corrective action as needed to help assure that budget goals are attained.
- Attends staff meetings and coordinates efforts to schedule work activities.
- Oversees daily water checks on swimming and whirlpool water and filtering system for positive health protection; supervises maintenance of pool facility.
- Controls key systems.
- Works with planners and contractors and coordinates remodeling of club areas.
- Maintains an ongoing energy management program for the property's HVAC and lighting systems.
- Assists in checking fire protection systems for proper operation and training personnel for usage.
- Promotes an operational plan for implementation of snow removal and other weather-related occurrences.
- Manages the club's ongoing preventive maintenance program for HVAC, electric, plumbing, roofing, elevators and all club buildings along with ice machines, laundry equipment, kitchen exhaust hoods, make-up air units and whirlpools and steam rooms.
- Maintains a log for all equipment repairs.
- Serves as liaison between club and regulatory agencies including health and safety inspections and city building department.
- Suggests cost-saving alternatives applicable to maintenance and engineering responsibilities.
- Conducts periodic inspections of engineering-related facilities.
- Interacts with outside contractors.
- Helps develop short- and long-term requirements for repair and maintenance, capital

replacement and capital requirements.

- Schedules or responds to maintenance requests from club managers or employees.
- Maintains inventory of maintenance supplies.
- Assures that OSHA work requirements are met and that MSDSs are available.
- Attends staff meetings; conducts departmental meetings.
- Completes other appropriate tasks assigned by the Club House Manager.

Licenses and Special Requirements

- Professional Engineer (PE) certification.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Director of Security

Related Title: Security Supervisor

Reports to: Assistant General Manager (Clubhouse Manager)

Supervises: Security Guard(s); Night Watchman

Classification:

Education and/or Experience

- Bachelor's degree in Criminal Justice or related major preferred.
- Security experience required including employment by a law enforcement agency or a private club or other hospitality organization.

Job Knowledge, Core Competencies and Expectations

- Working knowledge of club policies and guidelines as outlined in the club's employee handbook.
- Attends to immediate needs of members, guests or staff in the case of accidents, injuries or health problems.
- Safeguards the club's assets and property.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Plan and direct the club's security operations to protect employees, members, guests and the club's assets and property. Establish and implement security and emergency procedures; supervise security guards. Coordinates security surveillance of premises.

Job Tasks/Duties

- Establishes and enforces security procedures for protection of members, guests, and employees and their property; recommends additional controls and procedural changes to other departments that will provide increased protection.
- Exercises general supervision over parking lot operation by providing systematic patrols to assure protection of vehicles and property, controls access to parking lots and institutes traffic and parking procedures.
- Strictly enforces no speeding and reckless driving on club grounds.
- Directs the training of all security personnel in first aid, fire protection, traffic control, emergency and all other security procedures.
- Ensures that adequate security staff is on duty as needed.
- Directs the investigation of alleged crimes committed on club premises; cooperates with law enforcement agencies in the investigation of crimes including the exchange of reports and information and by appearance in courts of law.
- Collaborates with the human resources department regarding employment reference checks, security clearances and the preparation of reports related to accidents, insurance and employee processing.
- Conducts confidential or special investigations as requested by the General Manager.
- Coordinates removal of unauthorized vehicles from the club's property by towing company.
- Interviews, hires, supervises, trains and evaluates security guards and other departmental personnel.
- Develops budget for department; monitors financial information and takes corrective action as necessary to help assure that budget goals are met.
- Arranges work schedules for security employees; approves overtime and vacation schedules; completes time cards and submits them with schedules to the Club House Manager.
- Completes written reports of all complaints and violations.
- Attends management meetings and training sessions; conducts staff meetings.
- Reports maintenance, lighting, plumbing and electrical problems immediately.
- Patrols the clubhouse, adjacent buildings and tours the club grounds periodically during work shifts.
- Monitors employee locker room, back door and parking areas.
- Responsible for closing clubhouse on days scheduled to do so.

- Conducts routine safety inspections on a random and recurring basis.
- Maintains positive and professional relationship with the local police, fire and emergency response providers and departments.
- Monitors attire of persons entering the club to assure compliance with dress code.
- Completes other appropriate tasks as assigned by the Club House Manager.

Licenses and Special Requirements

Physical Demands and Work Environment

- Occasional sitting and lifting up to 30 pounds.
- Use hands to finger, handle or feel objects, tools and controls.
- Able to reach with arms and hands.
- Able to cope with physical and mental stress.
- Frequent bending, stooping, pulling, repetitive actions.
- Continuous standing, walking, talking, hearing and seeing.

Facilities Director

Related Titles: Director of Facilities

Reports to: General Manager

Supervises: Chief Engineer

Classification:

Education and/or Experience

- Two-year degree in related field with continuing education in Mechanical Engineering, Architectural Engineering, HVAC, plumbing or related field.
- 10 years progressive experience as an Engineer, Maintenance Professional or related position. Supervisory experience a plus.
- Professional experience in civil engineering and landscape design preferred.
- Professional experience in site planning, layout, grading and storm water management.
- Proficiency in Computer-Aided Design (CAD).

Job Knowledge, Core Competencies and Expectations

- Mechanically inclined with all-around knowledge of mechanical systems, plumbing, electrical and refrigeration. Hands-on capabilities for repairs.
- Organizational abilities to coordinate club projects and renovations. Understanding of energy management and related systems.
- Demonstrated ability to manage multi-discipline projects and utilize technical support staff.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; Skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Manages a comprehensive facilities maintenance program to main the quality of all club facilities (excluding the golf course and tennis courts) in accordance with sound engineering practices. Oversees day-to-day operations of department and personnel; directs service calls; repairs, alters and installs work according to developed or pre-set guidelines; troubleshoots malfunctions; and responds to service calls.

Job Tasks/Duties

- Responsible for maintenance of clubhouse, administrative offices, gates, halfway house and surroundings.
- Maintenance, repair and installation of lighting in clubhouse and surrounding parking lot, trees, walkways, footer lights, mailboxes and all streetlights.
- Troubleshoots malfunctions and responds to service calls.
- Prepares annual budgeting of repair and maintenance, energy and capital expenditures.
- Maintains and updates separate five-year maintenance and capital improvement plans for all building (exterior and interior).
- Plans, implements and administers the energy management and preventive maintenance programs.
- Administers and directs all major and minor repairs and improvements. Procures bids and contracts required for all improvements. Coordinates in-house retrofit and cosmetic improvement program as directed by management.
- Supervises the purchasing of all goods and materials; initiates purchase orders for physical plant and facilities maintenance supplies, machinery, equipment, parts and services, as required.
- Maintains and monitors fire, phone, data, music, cable and TV systems for all facilities.
- Conducts daily facilities walkabouts and specific site inspection on an as-needed basis.
- Assists in preparing all necessary reports required by the city and county concerning safety, health and fire and provides for the renewal of all permits and licenses.
- Maintains work order database on a daily basis; trains and schedules staff.
- Consults with the General Manager and architectural standards and infrastructure committees for budget approvals and endorsement of major projects.

- Effectively coaches and mentors employees; proactively supports employee involvement and development; counsels employees on performance standards; and conducts timely performance reviews.
- Responsible for maintaining a clean and safe working environment with continual emphasis on promoting employee health and safety. Assists in training colleagues in proper safety techniques.

Licenses and Special Requirements

- HVAC and Swimming Pool Certification.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Repair and Maintenance Manager

Related Titles: Maintenance Supervisor; Maintenance Engineer; Assistant Engineer; Maintenance Foreman; Maintenance Mechanic

Reports to: Chief Engineer

Supervises: Repair and Maintenance Mechanic

Classification:

Education and/or Experience

- High School diploma or GED required.
- Post-secondary vocational training in electrical engineering, HVAC or refrigeration required.
- Previous five years or more of maintenance experience in an institutional or business setting, two of which were in a supervisory capacity.

Job Knowledge, Core Competencies and Expectations

- Working knowledge of carpentry, electrical, plumbing, HVAC, refrigeration and painting.
- Assists other engineering staff with repairs to locks, plumbing fixtures, electrical outlets, minor carpentry work, etc.
- Reports major repairs to supervisor for correction.
- Knowledge of and ability to perform required role during emergency situations

Job Summary (Essential Functions)

Carry out, supervise or coordinate all clubhouse repairs and general maintenance needed for equipment, furniture, masonry and building structures to maintain the club property in optimal condition and appearance. Supervise maintenance and repair mechanics.

Job Tasks/Duties

- Coordinates the servicing and repairing of systems for lighting, heating, ventilating, fire, drainage, plumbing, electrical, painting and related maintenance activities.
- Monitors all work done by outside contractors and communicates the status of each project to the Chief Engineer.
- Maintains accurate maintenance and repair records of equipment and machinery.
- Hires, supervises, schedules, trains and evaluates Repair and Maintenance Mechanics.
- Visually inspects guest rooms, public spaces and back of the house areas to replace light bulbs, lamps, switches, etc.
- Supervises the maintenance of parking lots, tennis courts, swimming pools and other recreational areas.
- Ensures that all building maintenance, repair and cleaning activities are identified, scheduled and completed.
- Maintains the clubhouse ground's sprinkler system, swimming pool water, lawns, shrubbery and trees and assists in shoveling snow from walkways, when necessary.
- Keeps the work shop areas safe, clean and well-lit.
- Ensures that all refuse is properly removed from the clubhouse and its premises.
- Attends staff meetings.
- Responds to emergencies at any time.
- Issues supplies and equipment to employees.
- Collects maintenance and work orders from department heads for approval by the Club House Manager.
- Maintains inventory of cleaning, maintenance, repair and related supplies.
- Assists with preparation of special functions, parties, tournaments, etc., by installing decorations and constructing display pieces.
- Helps develop and maintain a resource management plan that outlines short-term and long-term requirements for repair and maintenance, capital replacement and capital requirements.
- Ensures a highly efficient safety program with an emphasis on awareness, discipline and compliance;

- implements an overall safety program that conforms to OSHA standards.
- Orders parts for repair work.
- Interprets blueprints as necessary.
- Maintains club vehicles.
- Completes other appropriate assignments made by the Chief Engineer or Facilities Manager.

Licenses and Special Requirements

Physical Requirement and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Maintenance and Repair Mechanic

Related Titles: Maintenance Mechanic; Building and Maintenance Technician; Field Supervisor

Reports to: Repair and Maintenance Manager

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED required.
- Post-secondary vocational/ technical training in electrical engineering, HVAC or refrigeration desirable.
- One year maintenance experience in an institutional or business setting.

Job Knowledge, Core Competencies and Expectations

- Basic knowledge of trades to understand repair problems and make minor repairs on outlets, lamps and plumbing fixtures.
- General knowledge of power tools.
- Wood floor maintenance and installation of floor tiles.
- Window glass replacement.
- Lock repair and replacement.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Maintain clubhouse facility and equipment. Painting and door and window maintenance; roof and ceiling maintenance.

Job Tasks/Duties

- Maintains and makes general repairs to the plumbing fixtures, furniture, woodwork, electrical systems, appliances, elevators, ventilation systems and building structures of the club.
- Maintains the air conditioning, refrigerators, ice makers and pool pumps.
- Supervises the filtration and chlorination of swimming pool, tests swimming pool water; and maintains daily log of water test results for local health department inspections.
- Performs routine preventive maintenance (PM) required by club's PM procedures.
- Installs tile, drywall; makes grouting repairs, patches walls and paves brick.
- Repairs small motors.
- Attends departmental staff meetings.
- Completes other appropriate assignments made by the Repair and Maintenance Manager.

Licenses and Special Requirements

Physical Requirement and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Occasionally exposed to wet and/or humid conditions; high, precarious places; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Security Guard

Related Title: Night Watchman

Reports to: Director of Security

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School education or equivalent preferred.
- Previous service in the US Armed Forces; local police, state police or Sheriff's Office desirable.

Job Knowledge, Core Competencies and Expectations

- Experience in related job preferred.
- Must be able to remain alert throughout overnight shifts.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Responsible for general security and fire prevention on club property. Patrol club facilities and property to ensure safety of members, guests, employees and the club's assets including property. Makes timely written and oral reports, as required. Observes and enforces club safety rules and policies.

Job Tasks/Duties

- Observes all persons entering and leaving the building and remains alert for internal theft, suspicious persons and/or vehicles.
- Inspects all parcels, handbags, boxes or other containers carried by employees to and from work.
- Ensures that employees do not leave the premises with uniform, flowers, food, beverages or unauthorized club property in accordance with established policies.
- Enforces all employee-related rules and regulations of club.
- Answers night connection telephone and assists as required.
- Monitors security camera system.
- Responds to emergency, fire alarms and break-in alarms and contacts Clubhouse Manager and/or police in the event of a disturbance.
- Administers CPR and First Aid, if necessary.
- Patrols parking lots; prevents unauthorized vehicles and people from using parking lots.
- Notes any deficiencies in club's security measures.
- Maintains accurate log of all security staff activities.
- Conducts intermittent inspections of the clubhouse, grounds and all other club facilities and areas.
- Assures that all internal and external doors are locked according to club's policies.
- Is familiar with emergency 911 notification procedures.
- Monitors and logs temperatures of walk-in cooler and refrigerated storage areas in kitchen.
- Monitors energy controls in Engineers' equipment room.
- Completes other appropriate assignments made by the Director of Security.

Licenses and Special Requirements

- Certification in Basic CPR, AED and First Aid.
- 21 years of age or older.
- Valid driver's license.

Physical Demands and Work Environment

- Frequent exposure to hot, sunny, humid, cold or rainy conditions.
- Working conditions are often slippery and wet.
- May work in night time conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.

- Noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Tennis Department

Assistant Tennis Professional

Related Titles: Tennis Coach; Assistant Tennis Pro; Racquets Assistant

Reports to: Tennis Professional

Supervises: Tennis Shop Salesperson

Classification:

Education and Experience

- College degree preferred but not required.
- Undergraduate major in Physical Education or Sports Management desirable.
- Collegiate team experience desirable, preferably with a 4.5 or above rating.
- Two to three year competitive playing experience and/or tennis supervisory experience.
- Experience running junior development programs.
- Knowledge of court maintenance.
- At least two years of experience in retail sales of sporting goods.

Job Knowledge, Core Competencies and Expectations

- Able to promote and teach private and group lessons to juniors and adults on indoor and outdoor with soft or hard surfaces.
- Plays or represents the club in Pro-Ams.
- Ability to re-string, re-grip and repair rackets.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Assist Tennis Professional in management of all facilities and activities related to tennis.

Job Tasks/Duties

- Provides group and individual tennis lessons as assigned by Tennis Professional.
- Promote and coordinate adult in-house leagues and tennis socials.
- Communicates with Head Tennis Professional to schedule and publicize club tennis events.
- Assists with special tennis events and tournaments.
- Purchases trophies for special events.
- Records court reservations and lesson appointments.
- Answers phones in the Tennis Shop, books courts and lessons and invoices members for purchases.
- Supervises other tennis staff including Tennis Shop salesperson.
- Supervises adult mixers and events.
- Occasionally writes tennis articles for the club newsletter and website.
- Manages Tennis Shop in Tennis Professional's absence.
- Helps keep tennis facility clean and in proper order.
- Manages inventory of Tennis Shop; interacts with purchase personnel to acquire merchandise for resale.
- Attends staff meetings.
- Assists Tennis Professional, and completes other appropriate tasks assigned by the Tennis Professional.

Licenses and Special Requirements

- Certification with either U.S. Professional Tennis Association (USPTA) or Professional Tennis Registry (PTR).
- USPTA required P1 rating.
- Player ability equal to NCAA Division 1 level.

Physical Demands and Work Environment

- Ability to control natural swing speed during instruction or matches with inexperienced players.
- Sufficient stamina to tolerate hot and humid outdoor weather for several consecutive hours.
- Continuous standing, walking, running, bending, stooping and repetitive actions.
- Frequent use of light machinery and hand-held tools.
- Frequent lifting and moving of objects.

Tennis Maintenance Person

Related Titles: Tennis Court Laborer; Court Attendant; Court Superintendent; Tennis Center Maintenance Coordinator

Reports to: Tennis Professional

Supervises: No supervisory duties included in this position.

Classification:

Education and/or Experience

- High School diploma preferred.
- Requires at least two years of experience performing custodial or maintenance work in a club, hotel, resort, or recreational center setting.

Job Knowledge, Core Competencies and Expectations

- Familiarity with tennis court surface materials, cleaning agents, and solvents.
- Work in compliance of OSHA regulations (specifically Section 28) and club's health and safety policies and procedures. Handle hazardous substances according to the WHMIS regulations.
- Familiarity with the game and rules of tennis an asset.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Perform daily cleaning and maintenance of courts and areas adjacent to courts. Maintain and repair tennis maintenance machines and equipment.

Job Tasks/Duties

- Prepares tennis facilities for members every morning and afternoon using the facility checklist.
- Waters, rolls, drags surface and sweeps lines of clay courts.
- Blows debris and dust from surface of hard courts.
- Builds-up low spots, shaves high spots, dusts (plugs or feathers material) on all clay courts.
- Keeps court tapes, nets, fences and gates in good condition.
- Applies calcium chloride on clay courts.
- Keeps algae and moss from forming through chemical and manual agitation.
- Blows sidewalks; empties trash from court, and facility receptacles.
- Maintains court coolers, ice chest and tennis shoe cleaners.
- Cleans Tennis Shop windows.
- Blows and cleans terrace areas; puts chairs in neat order and empties ashtrays.
- Replenishes supplies such as ice, towels and cups.
- Trims grass at court edges and prevents weed growth at court edges.
- Cleans court drainage gutters, drains and catch basins.
- Installs, removes and repairs court wind screen and keeps them neat and tight on the fences.
- Keeps desk personnel informed as to court conditions.
- Performs any additional tasks needed to keep tennis courts and surrounding areas in good order.
- Operates roller, court sweeps, blower, and other equipment needed to maintain courts.
- Orders and tracks all supplies and equipment needed to maintain tennis facility.
- Tunes, changes oil in, greases and fuels maintenance machines and equipment.
- Repairs machines and replaces defective or worn parts of all maintenance machines.
- Helps obtain quotes for equipment needs and projects.
- Arranges for any special machine maintenance or repair that requires outside resources.
- Orders and picks up maintenance machine parts and fuel.
- Delivers machines to repair shops for overhauls and retrieves machines when ready.
- Performs up-keep of all interior and outdoor lighting for tennis courts, changing all lights within reach by hand or by ladder.

- Ensures proper quantity and quality of towels at all times and takes dirty towels to the laundry.
- Orders and picks up facility supplies such as ice, towels and cups.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the Tennis Professional.

Licenses and Special Requirements

Physical Demands and Work Environment

- Continuous standing, walking, bending, lifting, pulling, pushing and squatting.
- Frequent use of light machinery and hand-held tools.
- Frequent lifting and moving of objects.

Tennis Professional

Related Titles: Director of Tennis; Tennis Pro; Tennis Director; Head (Tennis) Racquets Professional

Reports to: General Manager

Supervises: Assistant Tennis Professional, Tennis Maintenance Person

Classification:

Education and/or Experience

- Undergraduate major in Physical Education or Sports Management desirable.
- Collegiate team experience desirable, preferably with a 4.5 or above rating.
- Two to three year competitive playing experience and/or tennis supervisory experience.
- Experience running junior development programs.
- Knowledge of court maintenance.
- At least four years of experience in retail sales of sporting goods.

Job Knowledge, Core Competencies and Expectations

- Able to promote and teach private and group lessons to juniors and adults on indoor and outdoor with soft or hard surfaces.
- Plays or represents the club in Pro-Ams.
- Ability to re-string, re-grip and repair rackets.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Organize and direct all club tennis activities, events, exhibitions, tournaments and lessons.

Job Tasks/Duties

- Plans and directs instructional programs.
- Provides lessons and clinics for members and guests relating to the techniques and strategies of tennis.
- Organizes, administers, and officiates at tournaments, exhibitions, and inter- and intra-club social events.
- Administers and enforces club tennis policies and procedures regarding play on club courts.
- Strings rackets and performs other light equipment repairs.
- Purchases and maintains adequate beverage inventory.
- Coordinates maintenance, repair, and cleaning of courts with Grounds and Maintenance departments.
- Writes and edits tennis-related news for the club's newsletter.
- Selects, trains, supervises, schedules, and evaluates the Assistant Tennis Professional and other tennis staff.
- Manages the tennis shop.
- Establishes and implements an accurate inventory control system and reports results accordingly.
- Transfers all charges from the tennis shop to the accounting department.
- Develops the budget for the tennis profit center; takes corrective action as necessary to help assure that budget goals are met.
- Ensures that all club members and guests receive courteous, prompt and professional attention to all their tennis needs.
- Markets tennis facilities to members and guests.
- Develops a detailed annual calendar of tennis activities and applicable promotion campaigns during the tennis season.
- Maintains a close working relationship with other club professionals.
- Maintains accurate records of all lessons and clinics given; provides monthly written reports.
- Inspects and maintains all physical areas constantly.
- Participates on all committees related to the tennis operation.
- Represents the club in area professional tennis activities and at state or national tennis events with approval from the club.
- Assists Food and Beverage Director, Executive Chef, Banquet and Catering Manager to coordinate food and beverage service support for tennis events.

- Ensures that all employees consistently comply with club's employee manual and with all applicable federal and state employment laws.
- Is visibly present on the courts during peak periods of play.
- Attends all staff and management meetings.
- Completes other appropriate assignments made by the General Manager.

Licenses and Special Requirements

- Certification with either U.S. Professional Tennis Association (USPTA) or Professional Tennis Registry (PTR).
- USPTA required P1 rating.
- Player ability equal to NCAA Division 1 level

Physical Demands and Work Environment

- Ability to control natural swing speed during instruction or matches with inexperienced players.
- Sufficient stamina to tolerate hot and humid outdoor weather for several consecutive hours.
- Continuous standing, walking, running, bending, stooping and repetitive actions.
- Frequent use of light machinery and hand-held tools.
- Frequent lifting and moving of objects.

Tennis Shop Salesperson

Related Titles: Tennis Shop Sales Clerk (Attendant); Tennis Shop Assistant

Reports to: Assistant Tennis Professional

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent required.
- Background in retail, sporting goods preferred.
- Familiarity with POS software.

Job Knowledge, Core Competencies and Expectations

- Able to operate a point-of-sale (POS) system.
- Outstanding customer service skills.
- Enthusiastically promote the game of tennis.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Sell tennis merchandise in the Tennis Shop. Maintain the Tennis Shop and sell tennis court time.

Job Tasks/Duties

- Supplies towels, cups and ice to members and guests.
- Records all charge tickets.
- Charges guest fees.
- Responsible for demonstrator tennis rackets loaned to members and their guests.
- Builds creative and appealing displays and rotates merchandise periodically.
- Restocks merchandise when necessary.
- Inventories and prices in-coming merchandise.
- Ensures that tennis accessories are properly inventoried and maintained.
- Contacts vendors regarding defective merchandise and warranty replacements.
- Takes and records court reservations and assists in finding cooperative partners for players.
- Updates sign-up sheets for court reservations.
- Informs members about club programs and tournaments.
- Directs members and guests to their courts.
- Promotes and sells Tennis Shop merchandise.
- Assists members and guests with Tennis Shop merchandise selections and purchases.
- Fills special orders for members.
- Responsible for generating monthly reports.
- Empties trash on each court and cleans courts.
- Maintains Tennis Shop and keeps storage area tidy.
- Vacuums and dusts tennis shop daily.
- Takes towels to and from laundry area.
- Reports any complaints, feedback, or concerns from membership to Assistant Tennis Professional.
- Attends staff meetings.
- Completes other appropriate assignments made by the Assistant Tennis Professional.

Licenses and Special Requirements

Physical Demands and Work Environment

- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Frequent repetitive motions.
- Continuous standing and walking.

Yachting

Harbor Attendant

Related Titles: Dock Hand, Waterfront Manager

Reports to: Harbor Master

Supervises: No supervisory duties are included in this position.

Classification:

Education and/or Experience

- High School diploma or GED equivalent required.
- Pursuing a degree in Recreational Management, Hospitality Management, or related degree recommended.
- US Coast Guard Service desirable.
- One to two years of experience working at a public marina or a yacht club required.
- Experience with hiring, training and supervising launch operators in season recommended.
- Experience maintaining and repairing boat slips, dinghy lines, moorings, ladders, hoists, floats and lockers highly recommended.

Job Knowledge, Core Competencies and Expectations

- Able to supervise and maintain club launches and various work boats.
- Can properly moor water crafts in accordance with the rules and etiquette of good seamanship.
- Familiarity with proper operating procedures and protocols using ship-to-shore radio equipment.
- Maintain a clean and orderly dock.
- Expertise with lashing and knot-tying.
- Know how to raise and lower flags on a flagpole; knowledge of semifore.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Perform all duties and services required of harbor personnel in a safe, courteous, efficient and professional manner at all times.

Job Tasks/Duties

- Provides assistance to members and guests in getting underway and mooring their boats in accordance with the rules and etiquette of good seamanship.
- Provides all services available in the normal operation of the harbor according to procedures prescribed by the Harbor Master, including boat washes, holding tank pump outs, fueling of boats, sales of merchandise and delivery of food, beverages and other merchandise.
- Continually observes, monitors and operates the club's bridges in an alert and safe manner, giving right-of-way to boats over pedestrians.
- Maintains the cleanliness of the entire harbor area including:
 - rubbish pick-up from containers as scheduled by the Harbor Master;
 - daily removal of sea weed and other debris from the harbor water; and
 - general policing of harbor areas.
- Raises American flag and club burgee at required time and lowers them at sunset; commodore, vice-commodore and rear commodores' flags are to be raised while the respective personnel are on club grounds.
- Continually observes boat traffic in the harbor, challenging non-member boats and directing them to leave the harbor.
- Reports any misconduct of members, guests, or crew members taking place in the harbor areas or club grounds.
- Maintains the harbor tower in a neat, clean, and orderly condition at all times.
- Operates the ship-to-shore radio equipment in accordance with rules and procedures set forth by the Federal Communications Commission.

- Uses club equipment (e.g., harbor carts, harbor slugs, hand carts, etc.) as needed.
- Attends staff and department meetings.
- Performs other appropriate tasks assigned by the Harbor Master.

Licenses and Special Requirements

- Boat safety course from US Coast Guard Auxiliary recommended.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Push, pull or lift 50 pounds.

Harbor Master

Related Titles: Sailing Master; Dock Master

Reports to: General Manager

Supervises: Harbor attendants; all other dock area personnel.

Classification:

Education and/or Experience

- Degree from Navy, Coast Guard or Maritime academy preferred.
- Experience as a commercial yacht captain.
- Two years or more as an Assistant Harbor Master.
- Retired member of Coast Guard or Navy.

Job Knowledge, Core Competencies and Expectations

- Thorough knowledge of operational and maintenance requirements of harbor facilities and equipment.
- Knowledge of nautical calculations and terminology.
- Knowledge of and ability to perform required role during emergency situations.

Job Summary (Essential Functions)

Supervise all activities involving docks, dock area and boats.

Job Tasks/Duties

- Assigns slip spaces to members and guests.
- Inspects dock, slips, lines, etc., daily.
- Calculates and notifies accounting department about dockage charges.
- Maintains dock reservation log.
- Maintains log of arrivals and departures of all boats.
- Performs emergency duties in the event of hurricane, fire, accident or other disaster.
- Maintains and repairs or supervises the maintenance and repair of the docks and dock areas.
- Maintains and cares for all club-owned boats.
- Assists race committee on issues regarding race starts, marks, trophies, burgees, etc.
- Selects, trains, supervises, schedules and evaluates all personnel associated with dock area.
- Records work performed by dock area personnel.
- Maintains records of hours worked by all employees and submits to accounting department for payroll purposes.
- Plans and implements seasonal start-up and shut-down activities for dock area.
- Operates, markets and controls inventories for club marine store and fuel dock.
- Ensures that harbor is operated in compliance with all federal, state and local regulatory guidelines.
- Assists in the enforcement of marine ordinances.
- Operates the harbor within the financial guidelines established in the budget; takes corrective actions as necessary to assure that budget goals are met.
- Maintains radio watch on VHF channels during regular business hours.
- Monitors all refueling procedures and ensures that all activities in and around the marina conform to club rules.
- Maintains marina lighting.
- Attends staff meetings.
- Performs other appropriate tasks assigned by the General Manager.

Licenses and Special Requirements

- Certification in sailing or boating from the United States Sailing Association or the US Coast Guard.
- Memberships/participation in:
 - Clean Marine programs;
 - Sailors for the Sea Organization; and
 - Harbor Master and Port Captains Association.
- US Sailing Small Boat Level 1 instructor.
- Certified Life Guard or Water Safety Instructor, recommended.
- CPR/First Aid and AED certification.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Push, pull or lift 50 pounds.

Junior Sailing Director

Related Titles: Junior Sailing Master; Junior Sailing Manager

Reports to: Sailing Director

Supervises: Youth Sailing Instructors

Classification:

Education and/or Experience

- Excellent communication skills.
- Pursuing a bachelor's degree in Recreational Management, Physical Education, Early Childhood Development preferred.
- Experience as a Sailing Instructor or Sailing Team crew member is preferred.
- Experience piloting and maintaining power boats.
- Experience operating, maintaining and repairing sail boats.

Job Knowledge, Core Competencies and Expectations

- Excellent communication skills.
- Friendly, approachable and able to relate well with children and teenagers.
- Positive role model for students and instructors.
- Have a love of sailing.
- Skill and experience relating to and communicating with parents and other volunteers.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Assist the Sailing Director in the management of junior instruction and junior race activities.

Job Tasks/Duties

- Work with the Sailing Director to organize, manage and oversee all aspects of the junior lesson and youth racing programs.
- Promote member interest and satisfaction with the highest quality and availability of the teaching and junior racing programs.
- Develop and implement policies that maximize the safety of program participants.
- Assist in developing the teaching curriculums for the junior and adult lesson programs and review with the Sailing Director.
- Review the hour/sessions for each level of instruction and make recommendations for revision as needed.
- Review program schedules and make recommendations for revisions as needed.
- Communicate job description information and expectations to instructors and provide ongoing support for the development of instruction techniques that are both effective and fun.
- Review the hours/sessions for each level of instruction and make recommendations for revision as needed.
- Review program schedules and make recommendations for revision as needed.
- Determine instructor assignments and develop/review/revise job descriptions for all staff members.
- Oversee start-up operations, including several days of staff orientation and training plus a full inspection of all boats and equipment with the Sailing Director before classes begin.
- Oversee in-season day-to-day operations, including:
 - supervising instructors, providing guidance and feedback;
 - overseeing and approving sailing staff schedules and hours;
 - giving instruction as necessary;
 - keeping all boats in top operating condition;
 - planning and coordination of youth racing;
 - implementing effective inventory controls on all boats and equipment; and
 - keeping the sailing room, office, bulletin boards, and storage lockers organized and clean.

- Prompt communication with members and other program participants.
- Organize and produce all necessary literature for various programs including club publication articles as needed.
- Meet with the Sailing Director and the Race Committee Chair as needed to solicit input and discuss the status of all aspects of the program, including staff, lessons, racing, events and equipment.
- Meet with subcommittee chairs and provide assistance as needed.
- Oversee closedown operations of the lesson programs including an updated boat and equipment inventory and comprehensive repair lists.
- Provide brief instructor evaluations and a general program report at the end of the season.
- Provide complete progress reports on each student in the lesson program at season's end.
- Submit anticipated staffing and budget requirements at the end of the season for the following year.

Licenses and Special Requirements

- Certification in sailing or boating from either United States Sailing Association or the US Coast Guard.
- US Sailing Boat Level 1 instructor.
- Certification as a Lifeguard or Water Safety Instructor recommended.
- CPR/First Aid and AED certification.

Physical Demands and Work Environment

- Must often work in a warm and humid or cool and breezy outdoor environment.
- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch.
- Continuous repetitive motions.
- Physical exertion over long periods of time.
- Work in hot and humid environment.
- Push, pull and lift 50 pounds.

Race Manager

Reports to: General Manager and Race Committee Chair

Supervises:

Classification:

Education and/or Experience

- Extensive on- and off-lake/shore racing experience recommended.
- Experience as a Sailing Instructor or Sailing Team Crew Member preferred.
- Experience operating and maintaining power boats recommended.
- Sail boat maintenance, operation and repair experience recommended.

Job Knowledge, Core Competencies and Expectations

- Expected to be a role model for staff and participants in the club sailing and racing program, exemplifying integrity, commitment, responsibility and cooperation.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Oversee and manage all adult racing activities.

Job Tasks/Duties

- Knowledge of and ability to perform required role in emergency situations.
- Prepare for the racing season by up-dating Notices of Race and Sailing Instructions.
- Work on special regattas, including invitationals and other special regattas that may arise during the season. Tasks include all race-related preparations prior to the events and assistance during the events as requested by Event Chairs and management.
- Train staff and volunteer race management personnel. Training will include sessions on land and on the water, teaching skills needed to assist on the signal and/or mark boats. Training may involve outside instructors as appropriate to prepare all personnel to assist with special events.
- Coordinate the adult racing program with the tennis and sailing programs to minimize scheduling conflicts.
- Promote member interest and satisfaction with the highest quality and availability of the above programs.
- Assist the Sailing Director, the Race Committee Chair and General Manager in an inspection of all boats and equipment used in racing and training.
- Organize and produce all necessary literature for various adult racing programs including club publication articles as needed.
- Ensure the prompt dissemination and posting) of race results and associated data on the club's Race Bulletin Board and club and race websites.
- Meet with the Race Committee Chair and General Manager as needed to solicit input and discuss the status of all aspects of the program including staffing, adult racing, events and equipment.
- Meet with Subcommittee Chairs and provide assistance as needed.
- Work closely with race and regatta office staff to provide accurate information regarding attendance, scheduling and billing.
- Prepare and provide a detailed program report at the end of each racing season.
- Submit budget requirements at the end of the season for the following year to the General Manager and Race Chair.

Licenses and Special Requirements

- US Sailing Association Small Boat Sailing (Level I Dinghy) certified.
- Certification from the American Red Cross in CPR, AED and First Aid.
- Certification as a Lifeguards or Water Safety Instructor recommended.

Physical Demands and Work Environment

- Regularly exposed to moving mechanical parts and outside weather conditions.
- Frequently exposed to fumes or airborne particles and toxic or caustic chemicals.
- Noise level in the work environment is usually moderate to loud.
- Able to meet and perform the physical requirements and to work effectively in an environment, which is typical of this position.
- Frequent lifting, bending, climbing, stooping and pulling.
- Push, pull or lift 50 pounds.

Sailing Director

Related Titles: Sailing Master; Sailing Manager; Senior Sailing Instructor

Reports to: Assistant Manager

Supervises: Adult Sailing Instructors

Classification:

Education and/or Experience

- Degree in Recreational Management, Business, or Education preferred.
- Experience as a sailing instructor or sailing team crew member preferred.
- Experience piloting power boats.
- Sail boat maintenance, operation, and repair experience.

Job Knowledge, Core Competencies and Expectations

- Role model for staff and participants in the club's sailing programs, exemplifying integrity, commitment, respect, responsibility and cooperation.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Manage all sailing activities at club marina. Deliver sailing lessons and activities that are safe, enjoyable and appropriate to the member-boaters' ages and abilities. Assist in the management of the physical operation of the waterfront's facilities and equipment.

Job Tasks/Duties

- Reviews current adult and junior sailing programs and revises as necessary.
- Designs beginners' sailing curriculum.
- Determines hours and sessions for each level of instruction.
- Determines program schedules.
- Determines instructor assignments.
- Meets with committee and sub-committee chairs as necessary.
- Attends local sailing association committee meetings.
- Reviews, revises and develops job descriptions for instructors.
- Communicates job description information and expectations to instructors and helps them develop effective instruction techniques.
- Oversees start-up and close-down operations.
- Provides year-end report of programs and instructors.
- Manages in-season day-to-day sailing operations.
- Supervises instructors and instructs as necessary.
- Oversees maintenance of boats.
- Plans and coordinates regatta activities.
- Performs other appropriate tasks assigned by the Assistant General Manager.

Licenses and Special Requirements

- Certification in the sailing or boating from United States Sailing Association or the US Coast Guard.

Physical Demands and Work Environment

- Must often work in a warm and humid or cool and breezy outdoor environment.
- Ability to bend, stretch, twist or reach, walk, stand, stoop, climb stairs, balance and/or crouch.
- Continuous repetitive motions.
- Physical exertion over long periods of time.
- Work in hot and humid environment.
- Push, pull and lift 50 pounds.

PART IV: Organization Charts

Customizable Organizational Charts can be found as individual documents within the zip file for *Job Descriptions for the Private Club Industry*, 7th edition.

All Organization Charts can be edited in Microsoft Word 2010 by selecting the chart and accessing the “Smart Art Tools” ribbon. Under this ribbon, “chart orientation,” “chart colors,” “design” and “format” can be changed. Positions and the text within each box can also be edited.