

Clubhouse Manager

Location: Menomonee Falls, WI

Position Type: Seasonal, Full Time

Department: Golf Operations

Reports to: Director of Golf

Direct Reports: Golf Shop Associate, Hospitality Intern-Grill Room Captain, Grill Room/Beverage Cart Server

Schedule: 40+ hours per week. Prefer Seasonal employees onboard April through October. Start and end dates flexible.

Compensation: \$16-\$18 hourly, based on qualifications.

Cover Letter required with **Resume**

Overview

Silver Spring Golf Club, a 36-hole public golf course facility located in Menomonee Falls WI, is looking for a friendly, experienced, and customer service-oriented individual for **Clubhouse Manager**. Ideal candidate will exhibit a friendly, courteous, and professional manner, is familiar with the game of golf, has experience managing teams in a customer service environment, is self-motivated, team oriented, and has strong attention to detail.

Duties and Responsibilities

- Interact with customers & coworkers in a friendly, courteous, and professional manner.
- Utilizing foreUP POS and tee sheet management software, oversee booking of tee times, management of the tee sheet, and processing of payments for green fees, cart fees, pro shop merchandise, and food/beverage.
- Oversee stocking and merchandising of golf shop. Manage inventory control.
- Oversee delivery of food and beverage services from grill room and beverage carts.
- Utilizing EventPro360 and foreUP software, coordinate with General Manager, Food and Beverage Manager, Tournament Coordinator and Tournament Associates in the administration of club tournaments, leagues, and golf outings.
- Open and close the golf facility.
- Manage Golf Shop Associates, Hospitality Interns, and Grill Room/Beverage Cart Servers. Interview, hire, train staff. Plan, assign, and direct work. Evaluate performance.
- Address complaints and resolve problems. Other duties as assigned.

Minimum Qualifications

- College graduate.
- Knowledge of and experience playing the game of golf.
- Customer service skills to provide friendly, courteous, and efficient service.
- Previous experience managing teams in a customer service environment.
- Computer literate, familiarity with Windows, ability to learn new software.
- Self-motivated with strong attention to detail. Team oriented. Reliable and punctual.

Preferred Qualifications

- Previous golf industry work experience in clubhouse, golf shop, or outside services.
- PGA Associate.

Benefits

- Staff Uniforms and merchandise discounts.

- Employee meals.
- Playing and practice privileges.
- Eligible for awards under employee performance recognition programs.