

**CAMPBELL COUNTY FISCAL COURT  
POSITION DESCRIPTION**



<b>Position Title:</b>	Clubhouse Supervisor
<b>Department:</b>	AJ Jolly Golf Course
<b>Reports To:</b>	Head Golf Professional
<b>FLSA Status:</b>	Non-Exempt, hourly
<b>Employment Status:</b>	Seasonal
<b>Pay Grade:</b>	B

**SUMMARY:**

The AJ Jolly Golf Course Clubhouse Supervisor assists the Head Golf Professional in day-to-day golf course operations including customer service and supervision of part-time golf course staff in the Head Golf Professional's absence. The Clubhouse Supervisor is also responsible for overseeing concession operations at the golf course including training and scheduling concession staff, purchasing food and beverage inventory according to anticipated demand, and maintaining accurate financial information and records. All duties are performed with a high commitment to overall customer satisfaction.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:** includes, but are not limited to:

- Assists with all opening and closing procedures for A.J. Jolly Golf Course including concession operations, ensuring that all functions (starters, cashiers and concessions) are appropriately staffed, providing backup support for various functions if necessary;
- Assists with onboarding, training, scheduling, and daily supervision of starters, cashiers and concession staff;
- Answers the telephone in a professional and courteous manner, taking reservations and providing golf course information to customers in a timely manner;
- Assists with golfer check-in and fee collection;
- Assists the Golf Pro/Manager in coordinating and managing tournaments including weekly league events;
- Assists the Golf Pro/Manager in communicating with golf event sponsors and/or league representatives and implementing marketing and sponsorship strategies;
- Assists in managing golf cart operation, practice facility, and club storage service (if applicable);
- Assists with Pro Shop operations, including inventory control, receiving procedures, point of sale, pricing procedures, displays and sales;
- Ensures that the Clubhouse is maintained per organization cleanliness and appearance standards;
- May assist with planning and budgeting for concession operations, tracking of revenues and expenses, generating financial information, and recommending menu and pricing options based on sales and customer preferences;
- Assists with staff recordkeeping, work schedules, time cards and related activities in accordance with human resource policies and procedures;
- Reviews daily and monthly physical food and beverage inventory, making purchases according to anticipated demand and adjusting staffing levels and inventory volume when needed;
- Prepares manuals and posts information to guide concession workers on sanitation and hygiene requirements;
- Supervises the preparation, service, and cleanup of food and refreshments in accordance with sanitation and hygiene requirements;
- Handles complaints, settles disputes, and resolves any grievances or conflicts;
- Handles cash responsibly including maintaining accurate sales reports, balancing cash register receipts and preparing/making deposits;
- Assumes duties/responsibilities of coworkers and performs other duties as required.

**QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES):**

- Knowledge of the operation and maintenance of a golf course;
- Intermediate computer and cash register skills;
- Intermediate mathematical skills;
- Ability to supervise others and manage staff scheduling;
- Knowledge of safe work practices and the ability to apply them in everyday work situations;
- Ability to provide clear and pleasant telephone communications;
- Excellent interpersonal skills and ability to deal effectively with employees, officials, and the general public;
- Ability to work outside in wet and/or humid weather conditions;
- Ability to work flexible hours with some night, weekend and holiday work;
- Ability to stand for long periods of time often walking, standing, bending, carrying or lifting supplies and equipment weighing 50 pounds or more.
- Knowledge of all applicable sanitation requirements, food preparation guidelines and safety standards;
- Intermediate computer and cash register skills;
- Commitment to quality food and beverage service;<sup>i</sup>
- Ability to manage in a fast-paced and diverse environment with focus on client and customer service is required.
- Ability to communicate with staff and guests in a clear, professional, and courteous manner and maintain a pleasant team environment;
- Ability and willing to be hands on with staff and operations and willing to work event-based hours that include evenings and weekends.

**EDUCATION AND EXPERIENCE:**

High school diploma or equivalent and two (2) years of customer or food service management service that included supervisory experience, and/or equivalent combinations of education or experience.

**NECESSARY SPECIAL REQUIREMENTS:**

- Possess valid driver's license.

My signature below signifies that I have reviewed and understand the contents of the position description. I am aware of the requirements of the positions, and will perform to the best of my ability, the job duties and requirements specified in this position description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date