

Indianola Golf Club Clubhouse Manager

Indianola Golf Club is seeking an experienced Clubhouse Manager to oversee daily operations, ensuring exceptional food quality, service, & customer satisfaction. This role involves managing budgets, inventory, & staff while collaborating with the PGA Golf Professional, the Head Chef, and the Clubhouse Committee.

Primary Responsibilities:

1. Operational Management
 - a. Oversees food & beverage operations to ensure consistent service and quality standards are met at Mulligans & Traditions.
 - b. Orders product, supplies, & beverage needs for Mulligans.
 - c. Supervises deliveries & maintains organized storage areas.
 - d. Ensures cleanliness & organization of dining spaces, bar areas, & storage rooms.
 - e. Addresses & resolves customer concerns promptly & professionally.
 - f. Exhibits strong computer skills.
2. Financial Management
 - a. Works with the Finance Committee to manage budgets, controls costs & achieve financial targets.
 - b. Has a growth mindset, focusing on results & continuous improvement.
 - c. Negotiates contracts with food & beverage suppliers to obtain the best cost & quality.
 - d. Implements inventory controls to minimize waste & reduce costs.
3. Staff Management
 - a. Recruits, hires, & trains all food service staff.
 - b. Sets the standard for customer experience, employee interactions, & professional appearance in addition to overall cleanliness & sanitation of the facilities.
 - c. Develops strategies to improve customer experience & service excellence.
 - d. Demonstrates strong leadership & organizational skills. Manages time effectively.
 - e. Is able to multitask effectively & has a strong attention to detail.
 - f. Evaluates staff performance & provides training as needed.
 - g. Leads staff meetings throughout the year to align with the Club's policies & goals.
 - h. Works with the staff, as a team, to ensure customer satisfaction & creating a pleasant atmosphere for all.
4. Customer Service & Experience
 - a. Resolves customer issues in a professional, timely manner.
 - b. Monitors guest feedback & implements changes based on reviews & surveys.
 - c. Ensures a high level of hospitality with all food & beverage interactions.
5. Compliance & Safety
 - a. Ensures all operations adhere to health, sanitation, & alcohol regulations at local, state, & federal levels.
 - b. Conducts routine inspections of dining spaces, bar areas & storage rooms to ensure cleanliness & adherence to safety standards.

6. Menu Development
 - a. Collaborates with the Head Chef & staff to develop and update menus.
 - b. Ensures menu reflects seasonal changes, customer preferences, & market trends.
 - c. Works with the Clubhouse Committee & the Marketing Committee to promote special events.
7. Marketing & Promotion
 - a. Creates events, promotions, & marketing materials to drive sales & attract guests.
 - b. Maintains & enhances the Club's brand standards in food & beverage presentation.
 - c. Forms partnerships with other businesses to benefit the Club.

Requirements:

- Two + years of experience in a similar role
- PIC Training – Serve Safe Certified Food Protection Manager
- Strong knowledge of food safety regulations & health codes.
- Strong financial acumen with budgets, cost control, & inventory management.
- Ability to work under pressure in a fast-paced environment.
- Has a passion for food & beverage excellence and delivering a memorable guest experience.

Physical Requirements:

- Must be able to perform the following activities: Climbing, balancing, stooping, kneeling, reaching, standing, walking, pulling, lifting, grasping, talking, hearing, & repetitive motions.

Hours:

- Hours of employment will be scheduled by the Clubhouse Manager (& consulting with the Clubhouse Committee) to accommodate the needs of the Club, considering the seasonal nature & fluctuation of business. Typical weeks will be 35-45 hours.

Compensation:

- Salary: Base \$45,000-\$55,000 + tips
- (8) Paid Vacation Days
- Participation in a year-end bonus pool
- \$50 monthly cell phone reimbursement
- Golf club membership

Resumes along with references should be e mailed to careers@indianolagolfclub.com

