



Waikanae Golf Club Inc. Job Description for Operations Manager

Job title	<i>Operations Manager</i>
Reports to	<i>The Chair of the Board</i>

Job purpose

Reporting to the Chair, this position provides for the effective management of the Club in the following areas:

- Reception
- Secretarial duties,
- Subscriptions and book-keeping
- Membership Liaison, Club communications
- Bar
- Security, cleaning and building R&M
- Café and Golf-shop liaison
- Grants

The position excludes:

- Course management
- Course equipment

Duties and responsibilities

Reception

- Be the welcoming face of the club to existing members, potential members and visitors
- With the support of the golf shop, induction of new members
- Liaise with workmen and contractors and familiarize them with health and safety issues and policy

Secretarial Duties

- Ensure an effective health and safety process is operating in the club
- Ensure the electronic and physical files of the Club are secured and available to authorized readers
- Ensure AGM's and SGM's are accurately minuted and filed
- Manage the production of the annual report
- Maintain the Club's policies, by-laws and procedures

Membership Liaison

Communications

- Prepare and maintain the Club's annual golf programme
- Administer the Club's MailChimp account
- Manage the Club's advertising and promotions - administering the Club's website, social media, 'Neighbourly' and google business pages

- Ensure the communications database is kept up to date
- Conduct and report on feedback surveys as requested from Board or Sections
- Send out member communication emails when required

Subscriptions – Dot-golf system

- Issue annual subscription invoices to members.
- Follow up outstanding subscriptions
- Liaise with members re membership issues
- Liaise with Wellington Golf and NZ Golf in matters around membership numbers

Book-keeping – Xero (Note Treasurer is available to assist in these functions)

- Enter all supplier invoices into the system and pay them in a timely manner
- Invoice parties for events and premises hire
- Ensure membership data coming in from the DotGolf system is accurate and reconciled
- Manage funds between transaction bank account and deposit accounts as required
- Produce monthly accounts for Treasurer and Board
- Process journal entries as requested by Treasurer
- Manage and bank cash received from the bar, raffles and competitions
- Bank cash receipts and ensure bar floats are available

Payroll

- Process payroll for all staff
- File IRD and ACC reports as required (Note: the system is largely automated)

Bar and Lounge

- Manage Bar Manager
- Liaise with Bar Manager, members and Café to ensure hiring and billing of club facilities are maximized and efficient – be the Club contact for premises and event hire
- Operate or assist in bar if required and available

Café and Pro-shop Liaison

- Manage the relationship between the cafe and shop to ensure the best outcomes for members
- Liaise between the shop, café and bar to ensure all affected parties are aware of demands on club facilities

Grants

- On request from the Board, make applications to Grant Funders
- Complete accountabilities by the due date.

Security, Cleaning and Building R&M

- Be the Club contact for the security supplier, contractors and other visitors coming into the club
- Manage any repairs and maintenance jobs required in the clubroom
- Ensure the cleaning of the club is at a standard commensurate with the Boards' and members' expectation – Manage cleaning staff

Qualifications

The incumbent may have a tertiary qualification, but this is not required.

The incumbent will have an outgoing, friendly personality, and be able to manage staff and the expectations of members. Experience in the hospitality industry and managing stakeholder relationships would be an advantage.

The position requires an understanding of basic accounting concepts. Experience with Xero is desired but not essential as training will be provided. (The Club has a Treasurer who will have expert knowledge in accounting and finance).

The incumbent will have excellent people management skills, be well organized, tidy in his/her work practices, self-motivated and able to work largely unsupervised.

Experience in a similar environment is desired.

Working conditions

The place of work is 97 Te Moana Road, Waikanae Beach, Waikanae.

Working hours are negotiable between 9am and 6pm, Monday to Friday.

The Club's health and safety policy and practice must be adhered to.

Direct reports

The Bar Manager (who is part time)

The cleaning staff (all part time)

Approved by:	Waikanae Golf Club Board
Date approved:	October 2019
Reviewed:	To be reviewed annually