



## Clubhouse Operations Manager

Located in the thriving regional Victorian township of Mansfield, surrounded by Lake Eildon, Mt Buller and the Victorian High Country, the Mansfield Golf Club has a reputation for providing a quality golfing experience along with fantastic service to our Club members and visitors.

- Passion for delivering exceptional service to members and visitors
- Unique career opportunity working at our wonderful facility
- Motivated to drive the Club's business returns

### The Role

We are looking for a motivated, customer focused Operations Manager with a proven ability to lead a team of hospitality professionals using well-developed leadership, team building and communication skills.

The Clubhouse Operations Manager is responsible for the mentoring, supervising and training of the Club's Bar, Catering and Gaming business divisions.

You will take ownership of the entire clubhouse services suite and have previous experience implementing advertising and marketing strategies to increase turnover and enhance the performance of the club.

The role is responsible for the supervision of the clubhouse operations, assisting in the development and formulation of club strategies to achieve both short and long term objectives and to expand present activities.

You will work closely with the General Manager of the Club, and be responsible for the day to day operations of the clubhouse, and will be responsible for the welfare of the club's facilities within the financial framework and policies of the Club.

To be successful in the role you will have excellent people skills, with an emphasis on establishing strong relationships across all areas of the club. We are looking for someone with strong initiative, who is proactive with energy and drive.

### Key Criteria

- Demonstrate an ability to assume senior management duties
- Excellent oral communication skills and the ability to discuss and resolve problems and complaints
- Demonstrate an ability to communicate with staff, provide leadership and to promote a team environment, while empowering staff by delegating responsibility
- High level of understanding of relevant awards and industrial matters
- Demonstrate an ability to generate activity reports and interpret financial results

Employment will be conditional on successfully attaining a VCGLR Victorian Gaming Industry License.

If you have the desire to be part of our Management team, you can apply by submitting a cover letter and detailed CV to: [info@mansfieldgolfclub.com.au](mailto:info@mansfieldgolfclub.com.au)