



PRESIDIO GOLF & CONCORDIA CLUB

8 Presidio Terrace, San Francisco, CA 94118 415/221-8833 www.pgccsf.com

Position Description

Golf & Fitness Department Manager –03.19

Interested candidates should send .pdf of resume to cdaly@pgccsf.com

Position Overview: The Golf & Fitness Department Manager reports directly to the General Manager and is responsible for the operation of the Golf, Fitness and Housekeeping departments. This position hires, trains and directs the duties of golf, fitness and housekeeping attendants. Additionally, the position works with club committees and other department managers to improve and promote the benefits of club membership. This position requires weekend availability.

Desired Qualifications: A four-year college degree (or degree candidate) is required with experience in an upscale hospitality (private club, high end hotel/resort), golf or athletic setting preferred. The Golf & Fitness Department Manager must exhibit a high level of personal and professional decorum, be personable, genuine, positive and an exceptional communicator. This team leader must have a hands-on approach, work closely with their associates, and be an astute problem-solver. The ideal candidate will be focused on developing a career in the private club, golf or athletics fields.

Overview of responsibilities include, but are not limited to:

- Delivering outstanding service to the Members and their guests
- Managing daily operations of the Golf, Fitness & Housekeeping departments under the direction of the Club Manager
- On-going review and updating of standard operating policies and procedures. Staff recruitment, training & mentoring to assure that standard operating procedures are consistently followed.

Athletics:

- Responsible for developing an engaging, complete, up-to-date golf and fitness calendar.
- Direct, train and monitor staff and/or outside technicians to maintain safe, clean and well maintained studio and locker rooms.
- Oversee fitness class planning, coordination and execution.
- Recruit, evaluate and direct the activities of individuals responsible for providing instruction.
- Introduce prospective and new members to the benefits and services of the fitness studio.
- Keep locker room and fitness equipment monthly inventory and order supplies.

Golf:

- Fully responsible for tee time procurement and reservation system and primary point of contact with golf course operator.
- Support staff and Members with reservation assistance (on-line, phone, email, in person).
- Hire, train and evaluate golf operations staff, maintain up to date operations manuals. Ensure PGA affiliation with at least one member of staff who will be available to assist with rulings as needed.
- Oversee the tournament coordinator who is responsible for planning and execution of golf tournaments.

- Oversee golf instruction planning, coordination and execution.
- Recruit, evaluate and direct the activities of individuals responsible for providing instruction.
- Administer Pace of Play program. Direct staff in tracking, education of members and ensure that member pace of play is meeting established thresholds.
- Fully responsible for the administration of the golf shop POS system (JONAS) and accuracy of member charges.
- Work with golf committee and/or Club Manager on merchandise inventory levels and promote special order business. Direct staff to prepare monthly physical inventory.
- Ensure that staff is maintaining the bag and shoe storage areas in clean, safe and secure fashion.
- Represent the Club as the primary point of contact with golf course management team, responsible for tee time acquisition, timely communication of golf and member related items and maintaining positive, mutually beneficial relationship.
- Introduce prospective and new members to the benefits and services of the private golf shop.
- Assist department staff with front desk duties as needed.

Administrative:

- Maintain staff scheduling for three departments.
- Ensure that all member billing is accurate and tee time reservations are correct in real time.
- Responsible for regular email communication with members about golf and fitness activities. (weekly and/or as needed).
- Administer up to date golf, tee time reservation & fitness web pages including competition results,
- Maintain monthly inventories of merchandise and locker room supplies.
- Provide recommendations for operating budget in Golf, Fitness & Housekeeping departments.
- Work with other department managers as needed to ensure the success of the entire operation.
- Make recommendations and oversee implementation of projects with associated club committees (golf, fitness, house).

Compensation:

- Annual wages \$50,000 – \$60,000 (depending on experience and education level) plus bonus potential.
- Performance Bonus: Eligible to earn quarterly bonus based on satisfactory completion of specified goals.
- Member Holiday Thank You Fund: Eligible to participate in distribution of annual year end member fund (bonus).
- Lesson & Training Component – TBD based on certification level.
- 100% medical, dental & vision insurance coverage
- 401K eligibility
- Note: Club winter closure runs third Monday in December through Second Monday in January.

About the Club: The private Presidio Golf & Concordia Club is located in San Francisco, just 10 minutes from downtown and directly adjacent to the Presidio. Founded in 1895, the Club merged with the Concordia-Argonaut Club (founded 1865) in 2015. The 20,000 square foot clubhouse has just been completely renovated and offers a state-of-the-art fitness studio, full locker and spa amenities, on-site golf shop, full bar, dining and banquet services, and a member lounge. There are currently 270 members with an average of 32 new members joining per year. Member golf rounds average 4,000 per year. The facility is currently open Tuesday – Sunday with fitness studio due to open 7 days a week in 2019.