

TEWANTIN-NOOSA BOWLS CLUB INC

DUTY STATEMENT FOR CLUB MANAGEMENT

The Operations Manager is...

GENERAL

- To represent the aims, ideals and standards of the Board of Management at all times.
- Responsible for implementing all Board directives and to report on the progress of same.
- To be one of the signatories on all the club's bank account.
- To attend all Board of Management meetings to deliver comprehensive reports on all club activities, promotions and trading performances but have NO voting rights or Executive Authority.
- To hold all relevant qualifications and licenses to fulfill the position.
- Responsible for managing the day to day operations of the Club on behalf of the Board of Management, and ensure that in the event of the Operations Manager's absence, an appropriate person is appointed to be responsible for same.
- Responsible for the maintenance of a high standard of control relative to patrons, eg dress standards, child control and general behaviour and to ensure the desired level of members' satisfaction is achieved.
- Required to undertake any task or duty specifically directed by the Board of Management.
- Required to become competent in the operation of all computer software and hardware used in the operation of the club and be able to rectify/identify any problems and arrange for any rectification.
- Held accountable by the Board of Management for the overall performance of the Club.
- To undertake any other duties pertaining to the Manager's position, as prescribed by the Club's constitution and By Laws and as directed by the Board of Management.

STAFF/OUTSIDE PROFESSIONALS AND CONTRACTORS

- Responsible for the overall control of staff within the Club, with the exception of technical directions to the Greens Management and staff.
- To physically undertake bar and cellar duties as trade requirements dictate.
- Responsible for the detailed briefing of duties to new staff and will form part of the selection committee for staff recruitment.
- To provide ongoing staff training to ensure the continuing efficiency of staff members with emphasis on morale building and a high standard of customer service and professionalism.
- To hold regular staff meetings for all staff, including greens staff, to keep them up to date with coming events, Board of Management decisions and expectations, new products and performance. Minutes of these meetings to be submitted for Board of Management's perusal.
- Responsible for allocating and supervision of all external labour within the Club, such as plumbers, electrician etc, which may be required.

- The dedicated liaison person between the contract caterers, the contract cleaners and the Board of Management and Games Committees and must ensure that their duties are carried out to the satisfaction of the Board and the members.

FINANCIAL/LEGAL

- To assist the Board of Management in the forward long and short term planning of the Club by being involved in developing detailed financial budgets and reporting regularly to the Board on variances and suggested corrective measures to achieve these set goals.
- To continually review internal procedures to become aware of where enhancements can be made to existing techniques to further improve the financial performance of the Club.
- Responsible to supervise stocktakes. These stocktakes to include stock for sale items monthly, and furniture, fittings and assets at the Board's discretion.
- Responsible to assist the Board of Management in establishing sale prices for all stock by constantly reviewing our margins and making recommendations when necessary.

PROMOTION/MARKETING/CLUB PROFILE

- Responsible, in conjunction with the Board, to book and organise entertainers who enhance the Club's entertainment profile.
- As an initial priority, to develop a flexible innovative plan of marketing and promotions strategies to increase the Club's profile within the local community.

GAMING

- Maintenance of up to date knowledge of machines and their operations.
- Arranging for maintenance & repairs.
- Compilation of returns to statutory authorities.
- Prevention of frauds.
- Responsibility for supervision of cash takings procedures.
- Analysis & interpretation of trading results.
- Adherence to Responsible Gaming Guidelines

BOWLS ACTIVITIES

- To have at least a working knowledge of the game of bowls, eg protocol, objectives, etiquette etc.
- Responsible for the procurement of trophies in consultation with the Games Director of the day.
- Responsible and accountable for the development of a daily routine for staff and Manager.
- To actively assist the Men's and Ladies Games Committees in the running of their games by anticipating their requirements and co-ordinating their efforts for the betterment of the Club and the game of bowls.

