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SPHM
HOSPITALITY

GENERAL & ADMINISTRATION



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Series 400

General & Admin

Job Descriptions

JD-401

A. Position. General Manager

B. Essential Function. Serves as Chief Operating Officer of the Club; manages all aspects of the Club including its activities and the relationships between the Club and its owners, members, guests, employees, community, government, and industry. Coordinates and administers the Club's policies as defined by its owners and advisory board. Develops operating policies procedures and directs the work of all Department Heads. Implements and monitors the budget, monitors the quality of the Club's products and services, and ensures maximum member and guest satisfaction. Secures and protects the Club's assets, including facilities and equipment.

C. Duties and Responsibilities

1. Implements general policies established by the Board of Directors; directs their administration and execution.
2. Plans, develops, and approves specific operational policies, programs, procedures, and methods in concert with general policies.
3. Coordinates the development of the Club's long range and annual (business) plans.
4. Develops, maintains, and administers a sound organizational plan; initiates improvements as necessary.
5. Establishes a basic personnel policy; initiates and monitors policies relating to personnel actions and training and professional development programs.
6. Maintains membership with appropriate professional associations. Attends conferences, workshops, and meetings to keep abreast of current information and developments in the field.
7. Coordinates development of operating and capital budgets according to the budget calendar; monitors monthly and other financial statements for the Club; takes effective corrective action as required.
8. Coordinates and serves as ex-officio member of appropriate Club committees.
9. Welcomes new Club members; "meets and greets" all Club members as practical during their visits to the Club.
10. Provides advice and recommendations to the President and committees about construction, alteration, maintenance, materials, supplies, equipment, and services not provided in approved plans and/or budgets.

11. Consistently assures that the Club is operated in accordance with all applicable local, state, and federal laws.
12. Oversees the care and maintenance of all the Club's physical assets and facilities.
13. Coordinates the marketing and membership relations programs to promote the Club's services and facilities to potential and present members.
14. Ensures the highest standards for food, beverage, sports, and recreation, entertainment, and other Club services.
15. Establishes and monitors compliance with purchasing policies and procedures.
16. Initiates and reviews programs to provide members with a variety of popular events.
17. Analyzes financial statements, manages cash flow and establishes controls to safeguard funds. Reviews income and costs relative to goals; takes corrective action as necessary.
18. Works with subordinate department heads to schedule, supervise, and direct the work of all Club employees.
19. Attends meetings of the Club's Board of Directors.
20. Participates in outside activities that are judged as appropriate and approved by the Board of Advisors to enhance the prestige of the Club; broadens the scope of the Club's operation by fulfilling the public obligations of the Club as a participating member of the community.

D. Reports To. Chief Operating Officer

E. Supervises. Clubhouse Manager; Controller; Membership Director; Personnel Administrator; Golf Professional; Golf Course Superintendent; Tennis Professional; and Activities Director.

F. This position is Exempt.

Job Descriptions

JD-402

- A. Position. Club Controller
- B. Essential Function. Develops policies to control and coordinate accounting, auditing, budgets, and related activities and records; develops, establishes and administers procedures and systems pertaining to financial matters; prepares financial statements, forecasts and analyses for all administrative and managerial functions. Maintains all accounting records and is responsible for development, analysis, and interpretation of statistical and accounting information. Supervises the staffing, scheduling, training, and professional development of department members.
- C. Duties and Responsibilities
 - 1. Supervises accounting operations of the Club.
 - 2. Formulates, receives, and recommends policy proposals for approval relating to accounting and auditing, the budget and cost control, compilation of statistics and office methods and procedures when approved.
 - 3. Prepares monthly trial balance and resulting financial statements for the Club along with required supporting schedules and other data necessary for financial reports and records.
 - 4. Manages and conducts internal auditing programs to assure that records are accurately maintained and that established policies and practices are satisfactorily and consistently followed.
 - 5. Prepares budgets and financial forecasts in coordination with various committees, departments, and General Manager; analyzes financial information, monitors budgeted versus actual expenditures and advises management about variances and their potential causes.
 - 6. Directs, participates in and verifies the taking of various inventories for beverages, food, supplies, equipment, furnishings, etc.
 - 7. Supervises accounting staff.
 - 8. Informs and advises other department heads regarding the financial aspects of their ideas.
 - 9. Monitors procedures for effective and storeroom control.
 - 10. Maintains computer hardware and software that relates to Club operations.
 - 11. Troubleshoots CCS System problems.
 - 12. Monitors current operating procedures and equipment and recommends upgrades and procedural enhancements as deemed necessary.

- D. Reports To. General Manager
- E. Supervises. Club Accountant
- F. This position is Exempt.

Job Descriptions

JD-403

- A. Position. Club Accountant
- B. Essential Function. Collects charges; prepares and mails receivables; reconciles and posts payments received; generates journal entries, prepares monthly reports and financials.
- C. Duties and Responsibilities
 - 1. Generates monthly reports and journal entries and posts to General Ledger (G/L).
 - 2. Reviews monthly activity to G/L and makes necessary adjusting entries.
 - 3. Prepares monthly financial reports and financial statements.
 - 4. Generates variance reports explaining deviations from budget.
 - 5. Inventories Pro Shop merchandise and alcoholic beverages.
 - 6. Reconciles club cash accounts.
 - 7. Maintains books for payroll.
 - 8. Prepares and reports sales tax information to State Department of Revenue.
 - 9. Assists club employees with computer/ software problems.
 - 10. Collects all member charges.
 - 11. Posts charges to accounts.
 - 12. Prepares and mails member charges/ statements.
 - 13. Receives and reconciles payments on accounts.
 - 14. Maintains membership records.
 - 15. Responds to member billing inquiries.
 - 16. Prepares tip reports for accounts payable.
 - 17. Determines and sends delinquent notices.
 - 18. Maintains the following records:

- a. Member accounts.
- b. Accounts receivable trial balance.
- c. Daily, weekly, and monthly receivable deposits.

D. Reports To. Controller

E. Supervises. No supervisory duties are included in this position

F. This position is subject to overtime.

Job Descriptions

JD-404

- A. Position. Accounts Payable Clerk
- B. Essential Job Functions. Maintains exact records of accounts payable; reconciles accounts payable with invoices, purchase orders, and expense reports; writes and/or issues payments on accounts.
- C. Duties and Responsibilities
 - 1. Collects and files invoices.
 - 2. Audits vendor invoices.
 - 3. Posts invoices to proper accounts.
 - 4. Makes and records cash deposits.
 - 5. Audits inventories.
 - 6. Purchases and maintains office supplies.
 - 7. Compiles and maintains credit applications for vendors.
 - 8. Balances petty cash and operating cash funds.
 - 9. Processes all bills for final payment.
 - 10. Manages all credit memos to assure that no incorrect charges are paid.
 - 11. Processes monthly draw and draw reports.
 - 12. Maintains list of Contractor's Insurance Coverage.
- D. Reports To. Club Controller
- E. Supervises. No supervisory duties are included in this position
- F. This position is subject to overtime

Job Descriptions

JD-405

- A. Position. Accounts Receivable Clerk
- B. Essential Job Functions. Collects charges; prepares and mails receivables; reconciles and posts payments received.
- C. Duties and Responsibilities
 - 1. Collects all member charges.
 - 2. Posts charges to accounts.
 - 3. Prepares and mails member charges/ statements.
 - 4. Receives and reconciles payments on accounts.
 - 5. Maintains membership records.
 - 6. Audits point of sale charges.
 - 7. Responds to member billing inquires.
 - 8. Prepares tip reports for accounts payable.
 - 9. Determines and sends delinquent notices.
 - 10. Posts delinquent notices.
 - 11. Performs miscellaneous office responsibilities.
 - 12. Maintains the following records:
 - a. Member accounts.
 - b. Accounts receivable trial balance.
 - c. Daily, weekly, and monthly receivable deposits.
- D. Reports To. Club Accounting Manager
- E. Supervises. No supervisory duties are included in this position
- F. This position is subject to overtime.

Job Descriptions

JD-406

- A. Position. Personnel Administrator
- B. Essential Function. Assists management staff in the recruitment, selection and orientation of new staff members. Administers payroll records and assures that all applicable, federal, state, and local wage and hour, worker's compensation and related laws are consistently complied with. Implements data collection systems and process/records salary/wage payments. Coordinates the Club's health, retirement and other benefits programs. Conducts labor analysis, staff planning and other studies as requested.
- C. Duties and Responsibilities
 - 1. Keeps current with club personnel policies and procedures.
 - 2. Maintains a printed reference copy of the most current personnel policies.
 - 3. Monitors compliance of club personnel policies and procedures by all supervisory staff at managed facilities. Reports discrepancies or concerns to the Manager in a timely fashion.
 - 4. Recruits, screens, and refers all applicants, if desired by the Manager. If not, trains and assists Department Heads and Supervisors in the requirements of these functions.
 - 5. Places recruitment ads, as necessary.
 - 6. Coordinates the hiring, transfer, promotion, lay-off, recall, demotion, disciplining, and termination of employees.
 - 7. Provides professional advice to Managers, Department Heads, and Supervisors on all personnel matters.
 - 8. Administers benefit plans and disclosure of information for such plans to supervisors and employees.
 - 9. Monitors and administers compliance with applicable Federal, State, and local laws regarding employment, salary and wages, safety, equal opportunity, etc.
 - 10. Maintains personnel records and evaluating personnel programs and policies.
 - 11. Provides feedback, recommendations, and suggested changes in personnel-related matters to the General Manager.
 - 12. Provides Club Orientation to new employees.
 - 13. Keeps the Manager informed of all personnel-related issues or problems that occur.

14. Administers Performance Review program. Coordinates and monitors the completion of all necessary Performance Reviews in a timely fashion.

D. Reports To. General Manager

E. Supervises. No supervisory duties are included in this position

F. This position is subject to overtime.

Job Descriptions

JD-407

- A. Position. Office Manager
- B. Essential Job Function. Provides secretarial support for the General Manager.
- C. Duties and Responsibilities
 - 1. Answers the telephone.
 - 2. Takes telephone messages; logs telephone calls.
 - 3. Route telephone calls.
 - 4. Greets members and guests.
 - 5. Sorts and distributes incoming mail.
 - 6. Collects and posts outgoing mail (including overnight mail services).
 - 7. Provides secretarial assistance for assigned personnel.
 - 8. Word processes, in a professional manner, all correspondence, meeting minutes and special reports.
 - 9. Organizes and maintains historical and working files.
 - 10. Maintains calendar, directories, etc., for General Manager.
 - 11. Performs other clerical duties (copying, assembling, distributing, etc.).
 - 12. Assists with the preparation of Board of Directors and committee meetings: agenda, information, mailings, supplemental materials, minutes supplies, name tags, etc.
 - 13. Works on special projects as assigned.
 - 14. Helps maintains inventory of office supplies.
- D. Reports To. General Manager
- E. Supervises. Receptionists
- F. This position is subject to overtime.

Job Descriptions

JD-408

- A. Position. Administrative Assistant
- B. Essential Function. Provides secretarial and administrative support services to the General Manager, Board of Directors, and Club Department Heads on an as needed basis.
- C. Duties and Responsibilities
 - 1. Prepares notices and other items for Executive Committee and Board of Directors meetings; manages records and files minutes of each meeting.
 - 2. Performs general office tasks not limited to word processing and dictation to assist the General Manager and Department Heads.
 - 3. Maintains general correspondence.
 - 4. Helps schedule the General Manager's appointments and meetings.
 - 5. Answers the telephone, acts as a receptionist when necessary.
 - 6. Prepares and sends mailings to Club membership.
 - 7. Attends meetings with the General Manager, Board of Directors, and Executive Committee; takes minutes and transcribes them for distribution as necessary.
 - 8. Performs other ad-hoc duties as assigned by the General Manager.
- D. Reports To. General Manager
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.

Job Descriptions

JD-409

- A. Position. Receptionist
- B. Essential Function. Operates telephone switchboard; relays messages to telephone stations; greets members and guests; schedules appointments for administrative staff.
- C. Duties and Responsibilities
 - 1. Answers the telephone.
 - 2. Takes telephone messages; logs telephone calls.
 - 3. Routes telephone calls.
 - 4. Greets members and guests.
 - 5. Provides schedule and other Club information to members and guests.
 - 6. Sorts and distribute incoming mail.
 - 7. Collects and posts outgoing mail (including overnight mail services).
 - 8. Arranges and maintains member charge records in alphabetical or numerical order.
 - 9. Maintains supply of Club activities information to make available to members.
 - 10. May accept meal reservations.
 - 11. Reminds members of attire guidelines.
 - 12. Maintains member and guest records (including visits by guests, member charges, etc.).
 - 13. May maintain time card records for employees.
 - 14. Updates and maintains member mailing and telephone lists.
 - 15. Types correspondence.
 - 16. Maintains appearance of reception area.
 - 17. May maintain postage meter and postage supplies.
 - 18. Performs member-family relations responsibilities (including checking obituaries, preparing and sending thank-you letters, get-well cards, flowers, etc.).
 - 19. Maintains a lost and found program.
 - 20. Trains, supervises, and schedules part-time staff to cover receptionist position.
- D. Reports To: Personnel Administrator
- E. Supervises. No supervisory duties are included in this position.
- F. This position is subject to overtime.