



Operations/Hospitality Manager Position Vacancy

The Carpentaria Golf Club offers members, guests and visitors a vast array of entertainment options incorporating a golf course and a range of internal club activities.

The Club is looking to appoint a hands-on Operations/Hospitality Manager who has excellent communication and 'people skills', with a leadership background in the Hospitality industry.

This role offers an attractive remuneration package, including 5 weeks annual leave per year.

The Operations Manager's responsibilities will include (but are not limited to):

- Oversee the Club's hospitality employees and the day-to-day operations of the Club.
- Maintaining high standards of staff performance particularly in the areas of customer service, dress, RSA and RSG training.
- Proactive marketing and promotion of the Club and activities, including the coordination of events.
- Stock control and ordering, including stocktakes and data entry
- Managing liquor licensing, and gaming activities.
- Identification of opportunities to enhance members experiences at the club
- Be able to step in to fill gaps in rostering where required

To be successful in this hand's on role, you will need to possess the following mandatory attributes and accreditations:

- Experience in operations management and leadership within the hospitality environment.
- Extensive knowledge and experience in gaming operations, catering, bar, and Club related promotions.
- Experience in clear and concise reporting to the management committee on financial, human resource and performance objectives
- The ability to work collaboratively between areas of the club and assist the Management Committee.
- Experience in building, leading and motivate effective teams to deliver a customer service experience that exceeds expectations and sets new standards.
- Thorough understanding and good working knowledge of legislation relevant to the Club's operations including COVID regulations, workplace relations, Liquor & Gaming, and staff training.
- Experience with the front end and back end of POS (Swift POS would be beneficial)
- Must hold current RMLV, RSA & RSG certificates. Current OLGR Approved Manager's Licence is desirable but not essential.

Interested?

Please send your application and CV which includes 2 referees to Michele Elms, Carpentaria Golf Club President via email mbelms@bigpond.com by Friday 12 March.