

**ARLINGTON HEIGHTS PARK DISTRICT****JOB DESCRIPTION: BANQUET/ASSISTANT GOLF CLUB MANAGER****DEPARTMENT:** Recreation and Facilities**FLSA CLASSIFICATION:** Full-Time Exempt**POSITION FOCUS**

Responsible for the overall supervision and direction of all banquet operations and Clubhouse food and beverage operations at Arlington Lake Golf Course and Nickol Knoll Golf Course. Collaborates in the administration of daily operations and programming of Arlington Lakes Golf Club, Nickol Knoll Golf Club, and Sunset Meadows Driving Range.

SUPERVISORY RELATIONSHIPS

- Accountable to the General Manager of Golf Operations
- Supervises the part-time and seasonal banquet, food and beverage staff.

ESSENTIAL JOB DUTIES

- Oversees all banquet and room rental operations including leading, hiring, training, scheduling, evaluating, and directing rental and bar staff.
- Coordinates all details of events and room rental contracts from booking through event completion including staff, room setups and linens, rental items, food and beverage, technical requirements, etc.
- Sets staffing requirements, work schedules, and training programs for room rentals and snack bars.
- Serves as the manager on duty for a majority of rentals to ensure maximized guest satisfaction.
- Maintains inventory of bar and snack bar supplies. Develops cost control procedures for all inventory items and menus as required.
- Establishes vendor files and the timely ordering of all consumables and operating supplies.
- Personally greets guests whenever possible, while overseeing service and presentation on a routine basis. Responds to guest complaints, and periodically check with guests to ensure proper and timely service.
- Assists with marketing and promoting Arlington Lakes Golf Club banquet services.
- Assists the General Manager of Golf Operations with the daily, cyclical, and routine duties related to one or more of the following areas: programs at Arlington Lakes Golf Course, Nickol Knoll Golf Course, Sunset Meadows Driving Range, and Arlington Lakes Clubhouse Operations
- Responsible for Arlington Lakes Golf Course, Nickol Knoll Golf Course, and Sunset Meadows Driving Range in the absence of the General Manager of Golf Operations
- Processes bi-weekly payroll for all direct reported staff.
- Implements and audits adequate cash control procedures are followed in accordance with the Finance Department. Ensures documentation is reported in an accurate and timely manner.
- Oversees all administrative requirements including credit card transactions. This includes the processing of credit card tips for staff on payroll.
- Consistently complies with all state, local, and District laws/policies regarding the sale and disposition of alcoholic beverages.
- Performs the job safely and in compliance with Park District policies, procedures, work, and safety rules.
- Develops and implements long-range and annual plans, operating reports, forecasts, and budgets.
- Conducts regular site visits and assists with safety inspections of the Arlington Lakes and Nickol Knoll Golf Clubhouses and Sunset Meadows Driving Range
- Establishes good working relationships with patrons of the golf operation at all times; reports all customer relations problems to the General Manager of Golf Operations.
- Documents and reports all accidents that occur at the golf facilities.
- Promotes sale of Golf Shop and snack bar goods
- Enforces the Golf Courses and Driving Range policies and procedures
- Works closely with the General Manager of Golf Operations to keep informed of daily operations and ensure a smooth transition between shifts
- Demonstrates the ability to manage all aspects of a revenue facility.
- Evaluates the effectiveness of existing services and submit annual recommendations for fee and program changes

- Prepares quarterly reports, Board Summaries, and periodic special reports
- Attends work on a regular basis
- Performs the job safely and in compliance with District policies, procedures, work and safety rules, and the employee handbook
- Maintains a clean and organized work environment
- Additional duties as assigned

SECONDARY JOB DUTIES

- Assists the General Manager of Golf Operations in promoting and publicizing programs, as directed
- Prepare seasonal brochure information and publicity materials in cooperation with the General Manager of Golf Operations and the Marketing staff
- Maintains required departmental records and records of event statistics.
- Builds community relationships through face-to-face meetings, networking groups, and calling on local businesses.
- Collaborate with the development and implementation of the department's Comprehensive Plan
- Attends meetings and participates in IPRA, IAPD, and local community agencies, associations, and organizations
- Attends professional conferences and workshops when allowed to promote knowledge in related areas of responsibility and for continuing education

REQUIRED KNOWLEDGE

- Good knowledge of food and beverage or banquet management.
- Good knowledge of golf play, rules, and etiquette.
- Good knowledge of the principles, practices, and objectives of park and recreation administration.
- Good knowledge of the principles of financial management.
- Good knowledge of Golf Now software.

REQUIRED COMPETENCIES

- Ability to cooperate with and interpret Park District philosophies in relation to governmental, public, and private groups and agencies and to the general public.
- Ability to hire, supervise, train, and evaluate the work of professional, technical, skilled, clerical, and semi-skilled employees.
- Ability to maintain positive and effective working relationships with other supervisors and subordinate employees.
- Ability to work harmoniously with fellow employees, patrons, community groups, and other units of local government.
- Ability to work independently in day-to-day operations with the general direction of the General Manager of Golf Operations.
- Capacity to utilize effective time management skills and be able to work under the stress of multiple deadlines, requests from other departments, and interruptions with accuracy.
- Ability to work in a team atmosphere, promoting positive work relationships with both internal and external customers.
- Ability to demonstrate leadership qualities to perform required work.
- Ability to communicate effectively with fellow staff and the public both orally and in writing.
- Capacity to be self-motivated and achieve goals with minimal supervision or direction.
- Ability to maintain self-control and composure in difficult situations.
- Ability to follow directions and communicate verbally and in writing and to read and understand printed materials.
- Capacity to utilize computer skills, including demonstrated proficiencies in word processing and basic spreadsheet and database applications.
- Capacity to proactively troubleshoot, problem-solve and make sound judgments with respect to confidentiality.
- Ability to pass the Park District's Defensive Driving training, in order to drive to various Park District locations.

EDUCATION, EXPERIENCE, AND TRAINING

- BA/BS in Parks and Recreation, Business Administration, or a closely related field from an accredited college or university

- Minimum of two or more years of demonstrated success as a facility manager, or related experience
- Or, any equivalent combination of education, experience, and training
- Valid Illinois Class "D" Driver's License
- Food Manager Certification
- Basset Liquor Control Certification required; Basset Certified Trainer preferred
- CPR and AED Certification required within six months of employment

HOURS

- Sunday through Saturday, 40 hours a week, a combination of daytime, evening, and weekend hours required on a weekly basis, with work hours designated by the Director of Recreation and Facilities
- This position requires frequent evening and weekend hours to successfully manage banquets and other events
- Employee shall be on call as required
- Employee is expected to be on duty whenever the need exists

PHYSICAL DEMANDS AND ENVIRONMENTAL CONDITIONS

- Standing for sustained periods of time while completing work
- Repetitive hand/arm movements such as when working on a computer keyboard, calculator, etc.
- Some bending, kneeling, and reaching for items off the floor and on high shelves
- Ability to lift up to 50 lbs. in food, beverages, banquet equipment, tables, chairs, etc.
- General work area an indoor, smoke-free environment with controlled temperature and fluorescent lighting
- Occasional exposure to natural and potentially extreme weather conditions while supervising employees or attending job-related activities at locations away from the office
- Exposure to noise distractions from employees or equipment operation in adjacent work areas
- Infrequent exposure to cleaning materials and office supplies
- Capacity to work in a high-stress environment under multiple deadlines and with frequent interruptions
- Ability to work extra hours to accomplish and complete a high volume of work
- Exposure to chronic infectious disease while performing routine first aid or emergency procedures
- Protective clothing and equipment are required as they pertain to the particular job duty:
 - CPR Barrier Device such as a mask or mouthpiece
 - Non-latex gloves

This job description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements, and additional duties may be assigned at any time.

Board Approved – 6/25/84

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Executive Director