

Duty Manager



Department: Operations

Location: Operations

Responsible to: Senior Duty Manager/Operations Manager

Liaise with: All department heads

OBJECTIVE: Under guidance of the General Manager, the Duty Manager in the absence of senior management is to undertake the duties of management and the supervision of the Club's activities, functions and business, along with the supervision and control of staff.

The Duty Manager must be fully conversant with the Club's policies and operating procedures and must be read to take a "hands on" approach to ensure consistent delivery of high standards of customer service and products.

RESPONSIBILITIES AND DUTIES

1. Responsible for staff selection, rostering, meetings, communication, training, discipline, appraisals and other Human Resource Management functions for the Operational Staff. These must be achieved within company policy and procedure.
2. Handle customer concerns and complements in accordance to company policy and procedure.
3. Maintain a multi-skill and working knowledge of the whole club.
4. Regular security and safety checks of the whole facility. Responsible for security of the club whilst on shift.
5. Ensure that procedures for stationary, equipment and supplies are adhered to for efficient running of the club.
6. Aid the Department Head with supervision of staff in accordance to the Department Head's and company's Policies and Procedures.
7. Ensure sufficient staffing for the shift by liaising with Senior Managers, and source replacement staff where required.
8. Assist with staff rostering as requested.
9. Supervise cash box shift change over.
10. Reading and counting money in cash registers and lock floats away.
11. Work along side line staff in areas where additional staff are required (i.e. lunch and rest breaks etc). This requires having a working knowledge of all operational areas within the Club.
12. Ensure the club is clean and ready for daily operations at all times.
13. Assisting with dealing with sales representatives.
14. Anticipating guest needs and problems.

15. Clear and thorough documentation of incidents on the appropriate forms (i.e. accidents, counselling sessions, Duty Managers' Change over diary, etc).
16. Minimise financial loss and waste.
17. Ensure the work and guest environment complies with Workplace Health and Safety legislation.
18. Other duties as requested by the Operations Manager.

KEY RESPONSIBILITIES

Gaming

19. Ensure gaming staff comply with the Club's Customer Service standards.
20. Ensure compliance with the Club's Responsible Service of Gaming Policy.
21. Full working knowledge of the Club's procedures for operating its gaming machines, TAB, and Keno.
22. Extensive knowledge of the Club's procedures for payouts, change handling and dispute resolution.

Functions, Catering and Coffee Shop

23. Liaise with all catering staff, to ensure the efficient and profitable operation of these areas.
24. Ensure catering departments compliance with the Club's Customer Service standards.
25. Be aware of the pricing policies and procedure.

Bars and Bottle Shop

26. Ensure all staff's adherence to Responsible Service of Alcohol policy.
27. Ensure beverage staff complies with the Club's Customer Service standards.
28. Be aware of beverage stocktaking procedures and method for recording and dealing with variances.
29. Be aware of beverage ordering procedures and ensure compliance with Club transfer policies.

Marketing and Promotions (in consultation with Marketing Manager)

30. Be aware of your responsibilities in relation to marketing and promotional plans, ensuring sufficient forward planning and supervision.
31. Assist in creating new marketing and promotional ideas.
32. Ensure that an effective marketing and promotional communication system is in place so all staff are in a position to promote these activities directly to members.
33. Ensure all procedures are followed in relation to promotional activities.

Asset Management

34. In accordance with the Club's Customer Service Standards, ensure exceptional standard of cleanliness throughout the Club, and carry out monitoring and reporting procedures.
35. Be aware of the club's maintenance service contractors and be responsible for maintenance issues in accordance with the club's procedures.
36. Ensure appropriate communication so all staff can report any repairs and maintenance issues.
37. Maintain the logbook for the recording of all repairs and maintenance requests.

38. Minimise unnecessary maintenance call outs.

39. Minimise cost due to staff negligence.

Security

40. Be vary aware of the club's cash handling processes and the cash security procedures. Ensure they are sufficient and being complied with.

41. Be aware and carry out opening and lock-up procedures and consultation with the Operations Manager recommend any appropriate changes.

42. Ensure all security personnel carry out their responsibilities in line with club's procedures and standards.

43. Be aware of the club's procedures for admission to the club by guests and members, with particular emphasis on the club's customer service benchmarks and compliance with appropriate legislation.

44. Ensure procedures are in place for the security of members and staff around the external parameters of the building, particularly in the evenings.

45. Maintain procedures for member's inappropriate conduct within the club, particularly as it relates to the club's customer service benchmarks and appropriate legislation.

Human Resource Management

46. Provide leadership and control of staff.

47. Assess staff training needs and incorporate into training programs, internal and external.

48. Insure overall control of effective and economical staffing in line with the rosters and customer service expectation.

49. Provide reports feedback to department heads and Operations Manager on staff performance and any other matters of concern.

50. Assist in staff counselling and discipline procedures. In accordance with Club Policy and the Fair Work Act.

51. Conduct motivational briefings for all staff.

52. Conduct performance appraisals as required.

53. Maintain staff monitoring register.

54. Generate reports as required for staff performance assessments.

General

55. Attend staff meetings as a representative of middle management.

56. Ensure the delivery of exceptional customer service.

57. Organise staff meetings as required.

58. Be aware of the club's board members and their positions.

59. Organise group meetings on a regular basis and record and report briefly to senior management.

60. Be aware of all the State, Federal and Local Government legislation concerning the operation of the club.

61. Ensure compliance with the above paragraph with particular emphasis on the Gaming Act, Liquor Act and the Fair Work Act.

- 62. Be aware of the new privacy laws and how they may impact on information held by the club on staff and members.
- 63. Ensure the work environment and all maintenance tasks comply with Workplace Health and Safety legislation.
- 64. Work hours as per roster.
- 65. Other duties as requested by the Senior Duty Manager/Operations Manager.
- 66. Consistently demonstrate professionalism, integrity, commitment, fairness and co-operation in all aspects of the above responsibilities.

Reception and Sign-in

- 67. Comprehensive knowledge of sign-in procedures.
- 68. Comprehensive knowledge of membership regulations.
- 69. Awareness of constitution and by-laws.

CAPABILITIES REQUIRED

Knowledge:	Associations Incorporations Act Workplace Health and Safety Act Fair Work Act Liquor Act Gaming Machine Act Rules Ancillary to Gaming Point of sale systems
Skills:	Customer Liaison Computer proficiency Clear and legible handwriting Excellent communication Supervisory Accurate cash handling and balancing Accuracy in literacy and numeracy Strong procedural compliance Negotiation skills Human/Interpersonal Relations
Attributes:	Professional Trustworthy Excellent time management Well spoken, courteous Self-motivated Positive and Enthusiastic
Minimum Qualifications:	Responsible Service of Alcohol certificate (LLD) Approved Managers Licence Provide Responsible Gambling Services certificate Gaming Machine Licence Certificate IV in Hospitality (Supervision) Current First Aid Certificate 2-3 years experience in Hospitality Industry