

Milton Ulladulla ExServos Club Shift Manager

The **Milton Ulladulla ExServos Club** is a premier Club on the NSW South Coast with over 13,000 members. The Club features a restaurant, café, lounge area, bars, gaming, TAB/sports bar, bottle shop and a function centre that caters for weddings, receptions, entertainment and meetings. We are very much a community-based Club with a strong commitment to the local area and population.

Due to a current vacancy, the Club has identified the need to appoint a **Shift Manager** to support the Operations Section and provide greater leadership and direction to the team. The successful applicant will provide support to the Finance/Operations Manager and also meet the need for the organisation's succession planning program.

This means personal development and opportunity! This is a full time, salaried position with salary to be negotiated based on experience/qualifications.

The main focus of this position will be as follows:

- Driving a TEAM environment
- Compliance with all legislation and internal policies and procedures
- Maintaining customer service excellence
- Compliance with Workplace Health and Safety principles and policies
- Security of Club premises, property and patrons
- Management of staff / disciplinary processes and procedures
- Submission of written documentation as required
- Meeting all targets covering key result areas
- Managing front of house labour cost (rostering)
- Maintaining training requirements to meet all operational needs
- Expense / cost reductions and improved revenue Initiatives

To be considered for this position, the applicant must have the following attributes:

- Flexibility with hours of work and shifts rostered
- The ability to work all shifts including weekdays, weekends and public holidays
- The ability to communicate with all levels of the organisation with excellent written and verbal communication skills
- An attention to detail is a MUST
- Capable of working well under pressure and making decisions on the run
- Possess an excellent customer service focus and be able to demonstrate professionalism in all activities
- Must be able to demonstrate loyalty to the organisation with a clear focus on business success

Ideally the applicant will have the following qualifications:

- Minimum of 12 months experience in a management role
- Proven results in management of staff and labour allocation
- Technical knowledge of all Club functions
- Demonstrable experience in: Gaming, Bar, TAB, Keno, Food, Customer Service and Staff Leadership

Applicants should submit a written application to Human Resources Manager stephen@ulladullaexservos.com.au detailing their experience, qualifications and what they can bring to the organisation.

Closing date for applications is 5pm 5th November 2015. Please also include a comprehensive resume including referees.