



**PANTHERS**  
**NORTH RICHMOND**

*Duty Manager*

## **Full-Time Permanent Position**

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*North Richmond Panthers are seeking a motivated and customer focused professional to work as a Duty Manager in their friendly and busy club.*

We are currently seeking a customer service professional to take on the ultimate role in club operational management at our esteemed North Richmond club. You will be required to coordinate club operations from the various departments of the Club to ensure our members and guests are our number one priority. Reporting to the General Manager, you will be a hands-on leader, and will direct and mentor the team to ensure customers are attended to with efficient, responsible and friendly service whilst maintaining a clean and safe environment.

**Enjoying various tasks your main duties will include, however are not limited to:**

- Managing the day-to-day business of the club;
- Daily cash reconciliation, processing and completing management reports;
- Ensuring the comfort and wellbeing of members and guests;
- Adhering to Panthers policies, procedures and legislative requirements;
- Managing staff on shift including monitoring staff productivity and performance;
- Ensuring the success and cohesion of the various departments;
- Managing conflict resolution and customer complaints and;
- Demonstrating an awareness of WHS principles.

**To be successful in this role, you will have:**

- Previous 2 years' experience in a supervisory or management role within the hospitality industry;
- Fantastic written and verbal communication skills;
- Exceptional shift management and customer service skills;
- Ability to deal with complex situations and make effective business decisions;
- Intermediate computer skills including understanding of Microsoft applications;
- High standard of personal grooming and;
- Current RSA/RCG and First Aid qualifications.

The role requires a dynamic problem solver with the ability to remain calm in high pressure situations and think on their feet. You are required to be flexible and reliable as you will need to be available 24/7 to work as required including nights, weekends and public holidays.

If this sounds like the position for you and you are up for the challenge, then please apply today!

The Panthers Group is an Equal Opportunity Employer and encourages Indigenous Australians to apply.

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**Want to Apply?**

Please send your Cover Letter and Resume to:  
[employment@panthers.com.au](mailto:employment@panthers.com.au)