



**PANTHERS**  
**NORTH RICHMOND**

## **Duty Manager**

# **Full-Time Permanent Position**

---

*North Richmond Panthers are seeking a dedicated and customer focussed professional to work as a Duty Manager in their friendly and motivated team.*

Panthers are looking for a customer service professional to take on the ultimate role in club operational management at their prestigious North Richmond Club. We are looking for a leader who has the ability to understand and co-ordinate club operations of the various departments and have a hands on approach in making our members and guests our number one priority. Reporting to the General Manager, you will lead, direct and mentor the venue's operations team to ensure customers are attended to with efficient, responsible and friendly service whilst maintaining a clean and safe environment.

You will be responsible for the operation of the club during the shift and your duties will include:

- Managing the day-to-day business of the club;
- Daily cash reconciliation and processing;
- Ensuring the comfort and wellbeing of members and guests;
- Adhering to Panthers policies, procedures and legislative requirements;
- 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 3 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;
- Completion of a Clubs NSW Management course would be highly regarded;

The role requires a dynamic problem solver with the ability to remain calm in high pressure situations and think on their feet. You will need to be available 7 days a week including nights and weekends to work as required. You will also need to possess current RSA, RCG and First Aid certificates.

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

---

### **Want to Apply?**

Please send your internal job application, Cover Letter and updated resume to:

[employment@panthers.com.au](mailto:employment@panthers.com.au)