

The Town Club

Controller/HR Manager Job Summary (Essential Functions)

Resumes to: General Manager, Abby Schroeder, Abby@thetownclub.com

The Controller/HR Manager assumes a strategic role in the overall management of the Club. Partnering with the GM, the Controller/HR Manager helps establish financial policy and direction while being an active participant in, and driver of, the Club's overall strategy. The Controller/HR Manager has primary, day-to-day responsibilities for planning, implementing, managing, and controlling all financial related activities of the Club. This includes direct responsibility for accounting, finance, IT, Inventory, payroll, benefits, forecasting, strategic planning, budgeting, legal, human resources, insurance, banking and compliance with private and institutional finance and accounting.

Job Tasks/Duties:

Partners with the General Manager on all financial issues. Provides recommendations based on financial analysis and projections and revenue/expense analysis.

Provides recommendations to enhance financial performance and business opportunities.

Oversees long-term budgetary planning in alignment with The Club's strategic plan

Oversees the budgeting process and the implementation of budgets to monitor progress and present operational issues and opportunities.

Manages cash flow and forecasting.

Ensures that financial systems are maintained in accordance with GAAP/Tax rules and monitors the use of all funds.

Oversees the preparation and approval of all financial reporting materials, prepares and communicates monthly and annual financial statements and other periodic financial reports.

Manages all audit and year-end tax return activities. This includes implementing and monitoring sufficient internal controls to maintain the integrity of the Club's assets.

Reviews all finance, staff communications, and IT related procedures, processes, and administration, recommending improvements to the systems in place and managing the systems going forward.

Evaluates and manages all banking/investing/borrowing related activities.

Processes all aspects of accounts payable from receiving invoices, coding invoices, entering invoices, and processing and mailing payments.

Processes semi-monthly payroll through our payroll company

Process all monthly sales tax returns and year end vendor form 1099-NEC.

Establishes and maintains relationships with external expert partners including banking, legal, insurance, retirement plan, audit, and tax. As appropriate, conducts due diligence bid processes for these relationships.

Maintains a strong industry awareness and consistently works to improve industry knowledge and expertise.

Articulates a vision for the Club's finance, IT, and communications programs that aligns with the vision for the Club as a whole.

Guides and develops staff to become exceptional leaders within the Club.

Influences and provides guidance to other departmental teams outside of direct span of control.

Human Resources Responsibilities

Oversees day-to-day human resources functions to support a positive, compliant, and well-organized workplace.

Serves as a primary point of contact for employee relations, providing guidance, support, and consistent follow-through on HR matters.

Manages the employee lifecycle, including recruitment, onboarding, status changes, and offboarding processes.

Ensures compliance with federal, state, and local employment laws and Club policies, recommending updates as needed.

Maintains accurate and confidential employee records, personnel files, and HR documentation.

Coordinates employee benefits administration, open enrollment processes, and related employee communications.

Supports department managers with performance management processes, coaching, and documentation needs.

Oversees training and development initiatives, including policy training, safety requirements, and required certifications.

Assists with developing and maintaining HR policies, procedures, and the employee handbook.

Works with leadership to promote a positive organizational culture, employee engagement, and effective communication throughout the Club.

Partners with the Executive Team on workforce planning, staffing needs, and organizational development efforts.

Evaluates and manages all insurance related activities (commercial, workers' compensation and employee benefits).

Provides guidance on attracting and developing key Club team members.

Education and/or Experience:

Bachelor's

Supervising: 5 years (Preferred)

Human Resources: 5 years (Preferred)

Accounting: 10 years (Preferred)

Hospitality/Resort: 5 years (Preferred with Jonas software)

Job Knowledge, Core Competencies and Expectations:

Responsible and proactive, extroverted, with demonstrated experience providing progressive leadership and working as a true business partner to the General Manager of a small organization.

Demonstrated success in managing the key areas noted above.

Skill in examining, developing, reengineering, and recommending financial communications, human resources and technology policies and procedures.

Strong analytical skills and experience interpreting a strategic vision into an operational model.

A collaborative and flexible leadership style, with a strong service mentality.

A team player who is committed to lifelong learning and professional development.

A hands-on manager with integrity and a desire to work in a dynamic, service driven environment.

Excellent communication skills: writing, verbal, presentation, and meeting.

Able to interact appropriately with Club members to resolve concerns while maintaining Club standards and expectations.

Strong commitment to developing team members.

Demonstrated commitment to the private club experience with a passion for the Club's mission, values, and vision.

Ability to interact directly with department managers providing leadership, support, and guidance.

Physical Demands and Work Environment:

Must be able to reach, bend, stoop, stand and lift up to 40 lbs.

Must be able to sit for prolonged periods of time.

Moderate to high noise level in the work environment.