Club Controller & Office Manager

Full-Time | Reports to: General Manager | Orchard Park, New York

Orchard Park Country Club (OPCC) seeks a detail-oriented, analytically minded and service-focused Club Controller & Office Manager to lead the Club's day-to-day accounting and business office functions while serving as a trusted financial and administrative partner to the General Manager, department heads and Board leadership. This hands-on leadership role combines financial reporting, controls and forward-looking analysis with payroll, employee benefits, human resources coordination, member account service, compliance and office administration. The successful candidate will translate financial data into practical recommendations while preserving the high level of professionalism and personal attention expected at a private country club.

Key Responsibilities

Financial Accounting, Close & Reporting

- Oversee the accuracy and integrity of the general ledger, chart of accounts and financial records; prepare, review and post recurring, adjusting, reversing and other journal entries.
- Lead month-end and year-end close processes, including trial balances, accruals, prepaid expenses, account reconciliations and supporting schedules; deliver complete, timely monthly financial statements.
- Prepare and interpret income statements, balance sheets, cash flow reporting, departmental profit-and-loss reports and related financial schedules for the General Manager, Finance Committee and Board of Directors.
- Perform and review bank reconciliations, cash controls, deposits, credit card settlements and balance-sheet reconciliations; investigate discrepancies and maintain reliable audit trails.
- Ensure consistent and accurate general ledger (G/L) coding of invoices, expenses, payroll, revenue and capital purchases; work with department heads to resolve coding and classification questions.
- Maintain fixed-asset records, depreciation schedules, capital project accounting, and records distinguishing operating expenses, capital expenditures and designated capital funding.
- Oversee accounts payable, vendor setup, invoice review, payment controls, tax documentation and timely disbursements, as applicable; maintain appropriate segregation of duties and approvals.

Financial Planning, Analysis & Strategic Support

- Coordinate the annual operating and capital budget process with the General Manager and department heads, including assumptions, forecasts, cash requirements and budget presentations.
- Go beyond producing financial statements: analyze revenue, labor, expenses, trends, member activity and other key performance indicators; identify variances, their drivers and actionable opportunities.
- Develop clear dashboards, forecasts, what-if analyses and financial models that help management assess costs, pricing, staffing, cash flow, capital projects, financing and long-term financial sustainability.
- Provide department heads with timely budget-to-actual reporting and practical coaching on financial performance, cost controls and departmental accountability.
- Serve as the management-side department head lead and primary financial resource for the Club's Finance Committee; prepare meeting materials, explain results and follow up on committee recommendations.
- Collaborate with the General Manager, Treasurer and financial partners on banking, cash management, capital planning and other financial initiatives.

Annual Audit, Internal Controls & Compliance

- Lead and coordinate the annual external audit, typically conducted in January, including preparation of requested schedules, reconciliations, supporting documents and timely responses to auditor inquiries.
- Serve as the principal day-to-day liaison with external auditors and tax advisers; support year-end adjustments, financial statement preparation and applicable tax returns and regulatory filings.
- Design, document, monitor and continually improve accounting policies, internal controls, approval workflows and record-retention practices to safeguard Club assets and reduce operational risk.

- Coordinate the timely renewal and tracking of applicable operating licenses and permits, including pool permits, liquor licenses and cigar/tobacco-related permits, as applicable, and work with relevant agencies and department heads.
- Oversee applicable sales tax reporting and coordinate other business filings, compliance calendars, insurance documentation and third-party contract records.

Member Accounting, Membership & Office Services

- Oversee member accounts receivable, monthly billing statements, receipts, credits, adjustments, aging reports, delinquency follow-up and resolution of billing discrepancies.
- Ensure accurate posting of dues, capital charges, minimums, purchases, events and other member transactions; reconcile club management and point-of-sale systems to financial records.
- Provide prompt, courteous responses to members by phone, email and in person regarding statements, charges, payments, membership processes and general Club questions.
- Support membership administration, including prospect inquiries, membership tours, application processing, member record updates, category changes and coordination with the General Manager and Membership Committee.
- Oversee the daily organization and effectiveness of the business office, including records, office systems, vendor coordination, administrative procedures and service coverage; supervise office personnel if assigned.
- Coordinate with technology and software vendors on accounting, payroll, member billing and point-of-sale systems, troubleshooting routine issues and recommending process improvements.

Payroll, Human Resources & Employee Benefits

- Oversee accurate, timely payroll, including review of timekeeping, hours, rates, deductions, adjustments, payroll journals, departmental labor allocations and payroll reconciliations.
- Act as primary Club contact with the third-party payroll and human resources provider, ensuring accurate employee records, coordinated processing, reporting and compliance support.
- Administer the Club's employee health insurance program, including enrollment, eligibility, changes, employee communications, renewals and coordination with brokers and plan providers.
- Oversee administration of the Club's 401(k) retirement plan, including enrollment coordination, contributions, employer matching, records, provider relationships and required plan reporting in conjunction with specialists.
- Coordinate recruiting and hiring administration, onboarding, employee documentation, personnel records and offboarding; support disciplinary actions and terminations in partnership with the General Manager and department heads.
- Coordinate Family and Medical Leave Act (FMLA) requests and employee leave administration, including required notices, documentation and communication with the third-party HR provider.
- Manage workers' compensation and disability claims administration, incident documentation, communications with insurers/providers and appropriate return-to-work coordination.
- Assist with employee handbook administration, benefit communications, applicable workplace compliance and confidential handling of sensitive personnel information.

Leadership & Professional Standards

- Work collaboratively across Golf, Grounds, Food & Beverage, Membership and other Club Department Heads, with a hands-on, approachable and solutions-oriented management style.
- Communicate complex financial and administrative matters clearly to individuals with varied backgrounds; exercise sound judgment, discretion and strict confidentiality.
- Prioritize competing deadlines, maintain organized records, embrace continuous improvement and complete other related responsibilities assigned by the General Manager.

Qualifications & Experience

- Bachelor's degree in Accounting, Finance or a closely related field required; master's degree or MBA preferred, but not required.
- Minimum of five (5) years of progressive experience in banking, accounting, controllership or a closely related financial function required.
- Strong working knowledge of financial statements, general ledger accounting, account reconciliations, budgeting, internal controls and generally accepted accounting principles (GAAP).

- Demonstrated capacity for data analytics, financial modeling, clear reporting and transforming financial information into sound operational recommendations.
- Advanced proficiency with Microsoft Excel and comfort learning accounting, payroll, club management and point-of-sale platforms; experience with integrated systems highly desirable.
- Experience with external audits, payroll, employee benefits and/or human resources administration strongly preferred; hospitality, private club or member-service experience a plus.
- Excellent written, verbal and interpersonal communication; strong organizational habits, professional discretion, accuracy and commitment to member service.
- CPA or Certified Hospitality Accountant Executive (CHAE) credential welcomed but not required.

Schedule, Compensation & Benefits

- Schedule: Generally Monday through Friday, 9:00 a.m. to 5:00 p.m.; flexibility in hours and occasional evening or weekend availability are required based on the Club's member, committee and event calendar, including key financial deadlines.
- Compensation: $80,000–$95,000+ annually, commensurate with qualifications, experience and scope of expertise.
- Benefits: Club-sponsored health benefits and a 401(k) retirement plan with employer matching, subject to the terms and eligibility provisions of the applicable plans.

How to Apply

Please submit a resume and cover letter addressed to:

Stephen Feuz, CCM, MBA
General Manager
Orchard Park Country Club

Applications may be directed to the General Manager at the Club.

Orchard Park Country Club is committed to fair employment practices. The responsibilities outlined above describe the general nature of the role and may evolve based on the Club's needs.