Clubhouse Manager Job Description

The majority of the time, the clubhouse provides the focal point and ‘heart’ of a baseball club. It often determines the way a player develops and the level of success he has both on and off the field. A well managed clubhouse offers a multi-functional facility, from providing a meeting room to acting as a second home to the players. Over the past few seasons the Bears prospective outlook on the clubhouse manager position has changed. It is a vital role of the clubhouse manager to provide maximum customer service to players, coaches, Diamondbacks personnel, umpires, league officials, and special entertainment acts (Mariner Moose).

The following is a list of responsibilities of the Clubhouse Manager. Responsibilities are not limited to this list.

Pre-Season Clubhouse Responsibilities

-Uniform inventory (pants, jerseys, BP tops, belts, loops, socks)

-Equipment inventory (bats, pine tar, bat weights, catcher’s gear, balls, etc.)

-Cleaning (Both Clubhouses – coaches’ room/bathroom, players’ lobby, bathroom/shower, training area, entry/exit ways, dugouts, bat cave, lockers, shampoo carpets, clubby office, umpires room, get all washers/dryers in proper working condition)

-Meet with bat boys and develop a schedule.

These duties are essential to making our coaching staff, players and Diamondbacks personnel pleased when they arrive from mini-camp. A clean and organized clubhouse leaves a good impression with the coaches and players.

Game Day Responsibilities

-Cleaning:

  -Laundry: Home/Visiting team (personals, uniforms, staff shirts, towels, Boomer suit, etc…)

  -Home Clubhouse Only- Bathrooms, urinals, toilets, shower, tables, garbage, training area, vacuum floors, sweep dugouts, pick-up trash

  -Visiting Clubhouse- Pick up coaches room (trash, food etc…), pick up garbage, pick up training room, cleaning crew will vacuum and dump garbage cans.

-Equipment:

  -Issue all necessary equipment to players and coaches.
- Get umpires 4 to 5 dozen game balls w/ bag.

- Help set-up and breakdown BP equipment.

- Fill water coolers for both sides

- Set out pine tar rag, mota sticks, bat weights, rosin bags.

Equipment issue and inventory are two key factors to making sure our clubhouse is run in an efficient manner. There will be equipment issue/inventory sheets that will be the Clubhouse Manager’s responsibility to make sure all players complete. Every time a player breaks a bat they will be held accountable for filling out a new bat request form. The new bat request form will be overseen by the Clubby and kept for future reference. Bat inventory will be monitored by the Clubby once a month, filling any requests for equipment to the Diamondbacks.

-Customer Service:

- All home coaching staff/trainers (post game food, towels, coaches’ fridge, whatever they need)

- All visiting coaching staff/trainers/Strength coaches (post game food, cooler w/ drinks, beer, whatever they want if feasible, towels)

- All umpires (pre-game beverages, post game food, towels, and ticket requests, whatever they need)

- All players’ ticket requests/Post BP PBJ & Fruit spread (Turn pass list in when gates open)

- All Diamondbacks Personnel (Roving instructors, Coordinators) whatever they want that is feasible.

- All requests from Bears front office personnel.

- All players and coaches receive one promotional item

- All entertainment acts (make sure they have everything they need)

- Assist in player appearances, camps, radio media requests, and players’ family requests (tickets, lodging)

Customer service plays a large roll in how much the Clubhouse Manager can charge for dues, as well as, determining the tipping structure from players for extra services. Customer service in our clubhouse is vital to making sure the Diamondbacks’
coaching staff and players feel welcome. Making their short stay in Yakima is a memorable one will be an advantage to maximizing your income from dues and tips.

Customer service is also a big contributor to making visiting teams feel like they were at their own ballpark. The more customer service friendly the Clubhouse Manager is, the more money they will make. Making sure our umpires, coaches, players, and trainers are well taken care of is a reputation that Yakima has instilled into the Northwest League and we would like to keep visitors to our stadium/city in that same mind set.

Post Game Duties

- General cleaning of home clubhouse bathroom, lounge, coaches’ office, training area and the back room
- Take all coaches, umpires and trainers their food that they requested for their post game meal
- Laundry from both teams, umpires, and day-of-game staff
- Laundry put away for both teams, umpires, and staff
- Equipment pick-up and storage
- Bat Boy timecard fill-out (Clubhouse Manager will initial every shift and will turn in cards to the Bears’ front office before the 15th and 30th of each month)
- Any other request made by front office personnel

This position is a full time job that is exhausting but very rewarding. The Clubhouse Manager has the potential to make a nice income over the short course of our 76-game season. Being a Clubhouse Manager allows freedom to create your own work schedule and cleaning routine. The Clubhouse Manager must be at the clubhouse at the same time players and coaches are to address uniform, equipment and visiting team issues.

The Yakima Bears have pride in the service they provide to the fans that enter the gates and we expect the same service to visiting teams and home team staffs. As mentioned before, customer service has become a more intricate role in providing the best atmosphere and service to the existing teams in the NWL.

End of Season Clubhouse Close-Out Responsibilities

- Send all Diamondbacks equipment back to Arizona.
- Thorough cleaning of both clubhouses, coaches’ offices, and bathrooms
- Carpets need to be shampooed
- Washers/Dryers may need to be serviced
- Assist with player departures
- Equipment and uniform inventory

The end of season clubhouse close-out is a necessary task to winterize the stadium for the off season. If academic schedules conflict with close-out please notify the Bears' prior to employment. The main objective of the closeout is to get a total of bat and ball usage from the season.

The Clubhouse Manager will take inventory and give copies to the Bears’ General Manager for review. Efficient usage of bats and balls is key to making sure our end of the season costs are justified. Theft will always be an issue in clubhouses and it is the responsibility of the Clubhouse Manager to minimize stealing.