



## Clubhouse Manager

### Job Description

#### **Summary:**

The talented individual who will fill this role will be someone who is dedicated and engaging. This position is responsible for all clubhouse operations, including the Food and Beverage operation. The Clubhouse Manager need to have a servant's heart and a passion to lead a team. We are looking for a leader! This individual will teach, guide and support our Clubhouse teams to exceed our standard of excellence our membership deserves. Positivity is a key component to joining our team. This individual will always act with compassion and integrity. The successful candidate will lead and guide the Food & Beverage Managers, Housekeeping, Valet, Front Desk, and the Men's and Women's Locker Room departments.

#### **Leadership:**

- Distinct focus on employee culture and environment.
- Become a consistent visible figure for the Club.
- Responsible to uphold the employee dress code and to act when needed.
- Effectively communicate with all department leaders.
- Encourage teammates and their ideas.
- Develop leaders – must have a passion to work together and teach everyone.

#### **Operations:**

- Responsible for recruitment, training, supervision and termination of all Food and Beverage Managers, Housekeepers, Valet, and Front Desk attendants.
- Will assist the Food and Beverage Managers and Executive Chef in the recruitment, training, supervision and termination of all cooks, servers, bartenders, and dish room attendants.
- Help create and monitor effective onboarding orientation and continuous training programs for the team.
- Ensure all legal requirements are followed including, wage requirements, food safety, and the sale and consumption of alcohol.
- Organize and ensure the implementation of nightly service meetings and trainings.
- Help develop wine lists and sales promotions for the Wine Locker Program.
- As the leader of the Food and Beverage Program, the individual will address all member and guests feedback and complaints and will advise the General Manager as needed.
- Will attend the Social Recreation, Membership, and House Committee meetings, and will lead the House Committee.
- Responsible for the appearance, maintenance, and cleanliness of all equipment in the Clubhouse in conjunction with the respective department leaders.
- Responsible for par levels of china, glassware, and silverware.
- Implement routine cleaning schedules.
- Works closely with the Director of Membership and Marketing on direction of the Club's technology and marketing strategies.

- The ability to work nights, weekends, and holidays as dictated by the schedule.
- Completes other assignments from the General Manager.

**Financial:**

- Works with respective department leaders to develop an operating budget and then monitors, and takes corrective action as necessary to achieve budget goals.
- Works with the Club's Controller to monitor budget efficiency throughout the fiscal year.
- Assists with the preparation of the annual budgets & forecasts.

**Reports to:** General Manager

**Qualifications:**

- An engaging, energetic, and thoughtful leader.
- Must be forward-thinking, highly ethical individual who behaves with a high level of professionalism.
- Must be able to communicate policies, procedures, and encouragement to the team and membership.
- Provide exceptional, personable service and is receptive to member comments and criticisms.
- Lead with an empathetic hand and encourages teamwork and camaraderie.
- Must be patient and open to adjusting in this rapidly changing environment.
- Strict confidentiality and discretion are a must in this position.
- Embrace and teach the Club's culture
- Continually examine the landscape of the Club and come up with ideas to improve the membership experience.
- Actively promote the Club to all members. The Clubhouse Manager is expected to interact with members daily while actively soliciting members' opinions and input about the Club.

**Educational Qualifications:**

- Bachelor's Degree in Hotel/Restaurant Management, Business, or a related field is preferred.
- A minimum of three years of experience in a private club, luxury hotel, or resort management role.
- Working towards a Certified Club Manager (CCM) designation is preferred.
- An individual with exceptional character that has demonstrated dedication to the profession.
- Impeccable and verifiable references. All candidates will be subject to a thorough background check.

**Benefits:**

This is a full-time salaried position that will offer health, dental, and vision insurances, paid-time off, CMAA membership and education bonus, 401k, employee meals, and cell phone allowance. Pay will range from \$60,000-\$70,000 annually with a monetary and education bonus; pay is commensurate with experience.

**Please send resumes and cover letters to:**

Henry C. Wise - General Manager

3300 Courtland Blvd., Shaker Heights, Ohio 44122

Or

Henry C. Wise [henryw@shakerheightscc.org](mailto:henryw@shakerheightscc.org)

