



## Assistant Clubhouse Manager – The Kirtland Country Club, Willoughby, Ohio

Founded in 1921, The Kirtland Country Club is a 400 member family oriented country club located in Willoughby, Ohio. Within the campus layout, the Clubhouse features two indoor a la-carte dining rooms, a newly constructed covered outdoor dining area, three banquet rooms, and one meeting room. Six outdoor tennis courts, 4 pickleball courts, 3- court indoor racquets facility, 3 Platform Tennis courts, Men's Grill, and an Olympic swimming pool with snack bar surround the Clubhouse. The Club also offers Skeet Shooting in the Winter months, as well as the recent addition of a Golf Learning Facility featuring indoor/outdoor hitting bays in addition to the Trackman simulation and training equipment. The C.H. Alison designed 18-hole course provides members and guests with a challenging, yet enjoyable, chance to enjoy the season.

The Assistant Clubhouse Manager is an integral part of the Management team and works closely with the Clubhouse Manager, Catering & Events Manager, and Executive Chef.

### **Position Overview**

The Assistant Clubhouse Manager is tasked with assisting the Clubhouse Manager with the day-to-day operations of the Club's Food & Beverage outlets. This position requires an individual who is neat in appearance and is personable, warm, and cheerful, with great memory for faces and names. It requires an individual who is extremely hands-on, organized, clean, dedicated and energetic. Provides supervision to the staff and maintaining the highest service standards, while ensuring satisfaction of members and guests, and at the same time maximizing revenues and reducing costs.

### **Assistant Clubhouse Manager Job Summary:**

Responsible for the supervision of dining room services in the manner most pleasing to members and their guests. Assures a high standard of appearance, hospitality and service in personnel and cleanliness of dining room. Supervises and assists in training of dining room staff, managing within budgetary restraints, developing and implementing programs to increase revenues (repeat business and higher check averages). Supervises bars and bar personnel as well as bus staff. Meets and trains staff regularly on menus, service techniques and/or upgrades. Open and/or closes in a manner consistent with Club Policy.

**Job duties (Include but are not limited to):**

- Expected to work all major club related events, and all Holidays/Weekends when the Club open.
- Performs closing responsibilities such as locking of all buildings, POS concerns, daily reports, and ensures quality of information to be passed to accounting.
- Assists the Clubhouse Manager with training programs regarding service.
- Assists service staff when necessary (tend bar, take orders ,serve drinks, pour coffee, serve wine).
- Assists with Private Parties and service in all food & beverage outlets as directed by the Clubhouse Manager
- Maintains ability to oversee dining rooms/banquet rooms when necessary.
- Maintains ability to successfully lead banquet staff through entire events from setup to completion.
- Serve as a head waiter (captain) for private events.
- Identify member needs and respond proactively to all concerns.
- Provide exceptional wine service.
- Assists in personnel issues.
- Maintains a high level of visibility/involvement to ensure member satisfaction.
- Be well informed about activities and operations throughout the Club.
- Always presents him/herself in a professional appearance and manner.
- Understanding of Club and member expectations.
- Thorough knowledge of food and beverage products.
- Greet members/guests and provide managerial support in private events and a la carte dining.
- Assist with monthly beverage inventory.
- Lead all staff to meet member expectations.
- Ensures all assigned side work is complete before dismissing staff.
- Know that there may be duties of responsibility not listed here, that he/she may be required to participate in with proper notification and training, including programs not yet implemented.

**Compensation**

The successful candidate can anticipate compensation between \$50,000 & \$60,000 annually and benefit package commensurate with ability, experience, and performance, including uniform allowance, 401k with employer match, medical and dental, and professional development.

Interested candidates should submit their Cover Letter and Resume to:

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Assistant General Manager  
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