



WOODMONT COUNTRY CLUB JOB DESCRIPTION

Department: Administration

Job Title: Clubhouse Manager

REPORTS TO: General Manager/CEO

SUPERVISES: Chief Engineer
Dining Room Managers
Director of Catering
Executive Chef
Men's Locker Room Manager
Swim Director

BASIC FUNCTION:

The Clubhouse Manager works closely with the General Manager/CEO and HR Clubhouse Operations Director. Responsible for the general operation of staff functions relating to food and beverage, men's locker room, pool, engineering and ensures that all services exceed members' and guests' expectations. This individual is responsible for all aspects of the Clubhouse operation in the absence of the General Manager/CEO and performs specific tasks as requested by him/her. The Clubhouse Manager will oversee management and operations of clubhouse operations. He/she will work with the General Manager/CEO on annual budget formulation and will prepare all reports maximizing profitability in clubhouse operations. He/she implements employee policies and enforces rules and regulations. He/she will develop an awareness of the "club culture" and is responsible for the dissemination of hospitality, friendliness and goodwill among all members and guests. His/her goal is always to help members and guests enjoy the facilities and events of the club.

MAJOR DUTIES AND RESPONSIBILITIES:

MEMBER SERVICES

1. Provides quality leadership and a positive upbeat image for the club to members, guests and staff. Leads with the dictate to provide members and guests with premier service in and outside the main clubhouse.
2. Oversees an exceptional high-quality operation featuring exemplary service. The exceptional ambiance is one of the cornerstones of this great club's reputation.
3. Addresses and resolves all member and guest complaints and suggestions, general service, employee attitude, maintenance, and presentation of the clubhouse operations.
4. Is highly visible and maintains contact with the membership in order to assure maximum membership satisfaction.
5. Works closely with various Club committees.

EMPLOYEE RELATIONS

1. Oversees the recruiting, hiring, and developing clubhouse personnel. Oversees and implements a comprehensive and on-going training program complete with up-to-date training manuals, to ensure exceptional service in all parts of the club's operation.
2. Provides for training and future development of all subordinate managers and supervisors subject to budget approval by the General Manager/CEO. Instills the concept of being team players in all employees. Continues to coach, counsel, and evaluate departmental staff.
3. Provides quality leadership and a positive upbeat image of the club to staff, members, and guests.
4. Ensures that a positive spirit and healthy working environment exists throughout the clubhouse, one that is free of safety risks and all forms of employee harassment.
5. Maintains an effective communication program where employees are treated in a fair, firm, and consistent manner.
6. Functions as an administrative and communication link between departments in the club.
7. Guarantees that all clubhouse employees are regularly trained and certified in areas that help guard the safety and well-being of members, guests and other employees including, but not limited to responsible alcohol service, safe food handling, etc.
8. Helps to facilitate a team environment with morale, high standards, and efficient use of resources. The goal would be for Woodmont Country Club to be viewed as a premier place to work.

FINANCIAL MANAGEMENT

1. Works jointly with the Director of Finance and General Manager/CEO to prepare the annual operating and capital budgets for all clubhouse operations, assists in managing and controlling the operations to attain the desired results.
2. Monitors the budget each month and directs the taking of corrective action as necessary to assure that budget goals are attained.
3. Provides input to all clubhouse personnel regarding annual budgets, capital spending plans, fiscal controls, and operational guidelines.
4. Responsible for the approval of contracts, all labor cost payouts, and maintains them within the constraints of the budget and through close coordination with and approval from the General Manager/CEO and Director of Finance.
5. Monitors employee records to avoid overtime and maintain labor costs within budgetary guidelines.
6. Ensures the adequate cash control procedures are followed, and that documentation for same is reported in an accurate and timely manner.
7. Supervises the purchasing, receiving, safekeeping, and disbursement of operating supplies and equipment to maximize quality and profitability.

MANAGEMENT

1. Understands and abides by Woodmont Country Club policies and departmental procedures. Suggests changes and may direct the implementation of change.
2. Very "hands on" in all areas most importantly, leading the service staff by example. Also, a very approachable individual, both to staff, members, and guests.
3. Assures the Clubhouse is operated in accordance with all applicable local, state, and federal laws.

4. Develops and maintains Standards of Operation Procedures for clubhouse functions.
5. Observes safety and security regulations to protect the membership, guests, employees, and club assets.
6. Attends meetings of senior management and carries out directives as a result of these meetings and any other requests of senior management.
7. Disseminates information and coordinates activities between departments on a timely basis.
8. Keeps the General Manager/CEO informed of all potential problems and activities related to the smooth operation of the clubhouse.
9. Furthers his/her own continued development as a club management professional as a member of CMAA. With assistance and approval by the General Manager/CEO participates in appropriate seminars/training programs, thereby enhancing his/her value and quality of services to Woodmont Country Club.
10. A sharp eye for detail in the overall management of the operation.
11. A warm personality, a sense of humor, and the ability to work effectively with all levels of the internal staff and members.

EDUCATION AND WORK EXPERIENCE QUALIFICATIONS

1. A college graduate in Hospitality or Business Administration is preferred and a minimum of five years of experience in a high volume, highly respected private club, resort, or hotel.
2. A professional career track record of achievement and stability.
3. Proven leadership qualities with demonstrated ability to direct, coordinate, and manage all facets of a club operation.
4. An especially strong set of professional credentials in the broad hospitality areas.
5. Extensive experience with a POS system. Jonas is preferred.
6. An overriding sense of quality consciousness that pervades every part of the clubhouse operation. This includes a high quality, courteous and efficient staff.
7. Sound and current knowledge of human resources practices.
8. Strong communication skills, both in writing and speaking, with the ability to function effectively before a wide variety of groups. Communication with members, guests and visibility are highly important parts of his/her responsibilities

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To apply, please visit the website: www.woodmontcc.com/Employment link.