



Clubhouse Manager, Glen Oak Country Club

Glen Oak Country Club is a 107 year old, Member-owned private Country Club. We strive to be a club that today's active families can enjoy. The inclusive atmosphere and year round social events make Glen Oak a great place to establish traditions and create lifelong memories of friendship and fun. The golf amenities include an 18 hole Tom Bendelow designed championship golf course. Recent renovations include its aquatic complex with a new pool, golf halfway house, pool concessions and bathhouses, the addition of a second outdoor dining facility, and new ladies locker room. The Club is also home to a skeet and trap shooting "Lodge" which operates as a secondary social outlet during the winter months. Club dining facilities include a formal dining room, casual dining with an adjacent cocktail lounge, men's grill, outdoor dining terraces, and additional rooms that can be utilized for private events.

Job Summary:

Glen Oak Country Club is looking for a strong experienced leader to manage its clubhouse operations and staff. This is an excellent full-time opportunity to work at a dynamic, family-centric club in a beautiful setting located in the western suburbs of Chicago. Noteworthy highlights include managing multiple venues – from casual to formal dining, mentoring your own team, and being part of a diversified Club that continues to drive more activity every year through premier member and guest experiences. Successful candidates must be detail-oriented as well as visionary leaders. We are looking for a special individual that will elevate our culture of excellence and take Glen Oak Country Club to the next level.

Position Responsibilities:

- Hands-on position with responsibility for all clubhouse operations, including dining, social and special events. He/she will assist in the development of menus, be responsible for the Club wine program, supervision and training of all clubhouse staff, and assist in the development/monitoring of departmental food, beverage and labor budgets.
- Leads by example and maintains the highest level of professionalism and attention to detail. Responsible for leading product knowledge training for FOH and bar personnel through daily pre-meal meetings, and special food and beverage knowledge training programs.
- Responsible for ensuring a smooth operation from all member service departments, and communicates and interacts with all department heads regarding necessary daily activities.

- Ensures a successful operation in all daily departments by communicating and coordinating with all supervisors. Works with supervisors on policy issues and procedures to ensure Club is meeting member and guest expectations.
- Proven track record of controlling food and beverage and labor costs. He/she is adept at creating and managing a budget and provides specifications to control quality and costs.
- Team builder who mentors staff and ensures a positive, respectful working atmosphere.
- Ability to be the face of Clubhouse operations and comfortable conversing/interacting in both back and front of the house.
- Partners with the General Manager, Executive Chef, and Dining Room Manager on annual operating budget and responsible for monitoring to meet Club goals.
- Continually seeks opportunities for improvement, and instills this mindset into his/her team.

Candidate Experience and Qualifications:

- The successful candidate is a strong and passionate leader with a proven track record of providing premier services in the hospitality industry and membership constituency environment with an approachable personality.
- Five years in Private Club or resort experience with minimum of three years as a manager.
- Strong management skills with verifiable strengths in inspirational leadership, financial performance, and staff development.
- Strong written and verbal communication skills.
- Computer skills including but not limited to Microsoft Outlook, Word, and Excel.
- Experience with Jonas POS software is a plus.
- Experience working with volunteer committees.
- Certified in BASSET and food safety preferred.
- Extensive wine knowledge and experience is a plus.

Education:

- Bachelor's degree from a four-year college or university.
- Hospitality Management major preferred.
- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation desirable.
- Member of Club Management Association of America (CMAA) and other professional associations.

Benefits:

- Salary is open and commensurate with qualifications and experience. Glen Oak Country Club, along with the typical CMAA benefits, offers an excellent benefit package.

Reports to: General Manager

Supervises: Director of Catering, Dining Room Manager, Lodge and Pool Supervisor, Bar Manager, and Front Desk staff

Please forward resume and cover letter via email to:
Jim Cardamone, CCM, CCE
General Manager
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