



1916

## **Clubhouse Manager**

**Reports to:** General Manager

**Supervises:** Food & Beverage Manager, Bar Manager, Director of Youth Activities, Aquatic Managers, Building Maintenance Supervisor

### **Education and/or Experience**

- Bachelor's degree from a four-year college or university preferred
- Hospitality Management major preferred.
- Member of Club Managers Association of America (CMAA) and other professional associations.
- Attends conferences, workshops and meetings (e.g., CMAA's World Conference and Club Business Expo and CMAA chapter meetings) to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members.
- Six or more years of related experience with three or more years as a manager.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Experience working with member volunteer committees.

### **Job Knowledge, Core Competencies, and Expectations**

- Knowledge of management requirements for food and beverage operations, housekeeping, engineering, maintenance and repair and security functions at the club.
- Must demonstrate appropriate analytical skills, attention to detail, organizational and project management skills.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required roles in emergency situations.

### **Job Summary (Essential Functions)**

Work closely with the General Manager. Responsible for operation of all aspects of the club in the absence of the General Manager and perform specific tasks as requested by the Manager.

### **Job Tasks/Duties**

- Develops and Approves budgets, staffing and general operating procedures and other plans for the rooms, housekeeping, maintenance and repair departments.
- Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained.
- Monitors internal cost control procedures.
- Plans and coordinates training and professional development programs for himself or herself and club personnel.
- Assists the General Manager in developing and implementing long-range (strategic) and annual (business) plans, operating reports, forecasts and budgets.
- Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.
- Maintains contact with members and helps to assure maximum member satisfaction.
- Receives and resolves complaints from club members, guests and employees.
- Assures that the club's preventive maintenance and energy management programs and Master Plan are on schedule and in use.
- Assists in the planning of facility improvements, remodeling, construction and repair, and interacts with applicable club committees for this purpose.
- Participates in ongoing facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained.
- Serves as an ad hoc member of appropriate club committees.
- May serve as a departmental manager in that manager's absence.
- Attends management and staff meetings as scheduled.
- Interacts with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to visitors.
- Approves all entertainment in consultation with the Special Events Manager and others.
- Serves as a club representative within the community.
- Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.
- Monitors labor; evaluates scheduled and actual labor hours and costs.
- Researches new products and develops an analysis of their costs and benefits.
- Oversees daily club operations.

- Oversees and manages the staffing and operations of all aquatic activities and member services offered at the pool.
- Oversees and manages the staffing and operations of the on course halfway house.
- Reviews all accidents and works with Security in completing accident reports.
- Advises General Manager about the development and revision of club by-laws and policies; consistently enforces all policies.
- Ensures that all legal requirements are consistently followed.
- May perform clubhouse opening and closing duties, including those related to security.
- Monitors employee dress codes and member dress codes as applicable.
- Conducts training and other meetings with department staff.
- Completes other appropriate assignments made by the General Manager.

### **Licenses and Special Requirements**

- Certified Club Manager (CCM) designation through CMAA or in current pursuit of this designation desirable.

### **Physical Demands and Work Environment**

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to handle hot and cold interior and outdoor conditions.
- Independent mobility throughout the clubhouse.

### **Benefits**

- Competitive salary based on experience
- 401k company match eligible after 6 months depending on hire date
- Health insurance offered at 45% costs
- Continuing education allowance offered
- PTO offered
- Uniform allowance

Please submit resume and cover letter to [creis@rgcc.org](mailto:creis@rgcc.org)