



Indian Hills Country Club



Clubhouse Manager

Position Overview

Responsible for managing all daily Clubhouse services throughout all dining and kitchen areas, front office, and non-golf related activities of the Clubhouse. Ensure the expectations of the club members and guests are consistently exceeded. Provide a cohesive environment bringing together all divisions of Clubhouse operations. Coordinate banquets, outings, and social activities. Hire, train, and supervise subordinates. Organize new member process and onboarding.

Responsibility to ownership

Implement general policies established by the ownership; direct their administration and execution.

Provide advice and recommendations to the ownership about any kind of construction, alterations, maintenance, materials, supplies, equipment, and services.

Oversees the care and maintenance of all the club's physical assets and facilities.

Inspect to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met.

Address member and guest complaints and advise the ownership about appropriate corrective actions taken.

Ensure that all legal requirements are consistently adhered to including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages.

Maintain appearance, upkeep and cleanliness of all food and beverage equipment and facilities.

Responsibility for Revenue

Coordinate an operating budget for restaurant revenue with the controller, monitor and take corrective action as necessary to help assure that budget goals are attained.

Assure that all standard operating procedures for revenue and cost control are in place and consistently utilized.

Approve product invoices before submitting to the accounting department.

Oversee monthly food and beverage inventory.

Maintain reports of special events, house counts, food covers and daily business volumes.

Responsibility to Membership

Increase levels of food service quality and enhance overall ambiance of member dining experiences.

Help plan and approve internal marketing promotion activities for the food and beverage department.

Coordinate membership promotional emails.

Ensure integration and coordination of all social events on Outlook and club website calendars.

Assist in planning and implementing procedures for special club events and banquet functions.

Greet members and guests and oversee actual service.

Develop new and innovative ways in which to stimulate member activities and participation in Club events.

Ensure that all services to members and guests are conducted in a highly professional manner.

Welcome, onboard, and integrate new members.

Understand and interpret membership and golf guides.

Responsibility for Staff

Oversee the long-range staffing needs of the department.

Assure effective orientation and training for new staff and professional development activities for experienced staff.

Develop and implement policies and procedures for food and beverage departments.

The Executive Chef has reporting responsibility to the Clubhouse Manager.

Coordinate menus with the Executive Chef.

Personal Responsibility

Ability to interact positively with supervisors, management, coworkers, members, and the public to promote a team effort and maintain a positive and professional approach.

Ability to seek out new and innovative ways to meet, and respond to, the needs and demands of an ever-changing, diverse membership.

Ability to come to work regularly and on time, to follow directions, to take criticism, to get along with coworkers and supervisors, to treat co-workers, supervisors and member/guests with respect and courtesy.

Ability to comply with employee handbook guidelines.

Attend conferences, workshops and meetings to keep current on information and developments in the field.

A minimum of 5 – 8 years related experience in an upscale environment. Private club, resort and/or hospitality experience required.

Perform other duties as directed by ownership as needed.

Expected Compensation & Benefits:

Relative to experience, the position should expect to make between \$100,000- \$140,000 on an annual basis.

Compensation includes the following items:

Holiday Bonus

401K

Health Insurance

Employee meals

Employee merchandise discounts