



**DIRECTOR OF OUTSIDE OPERATIONS**  
**THE TUXEDO CLUB**  
1 West Lake Road | Tuxedo Park | New York

**FACILITY DESCRIPTION**

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The Tuxedo Club is a private member-owned country club in the Metropolitan PGA Section that is located in the Ramapo Mountains, approximately 45 miles northwest of New York City. Founded in 1886, its facilities include an 18-hole Robert Trent Jones designed golf course, lawn tennis, court tennis, racquet courts, squash, padel, platform tennis, swimming pool, boathouse, golf clubhouse and the main clubhouse, which overlooks scenic Tuxedo Lake. More recently, the club has implemented its new long-term vision under the guidance of renowned Golf Course Architect Rees Jones.

The Tuxedo Club has an active golfing membership with over 500 members whom play approximately 18,000 rounds annually. Yearly golf activities include member tournaments, outings, summer camps, clinics and private lessons.

**JOB DESCRIPTION**

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**General Responsibilities:** The Director of Outside Operations is a full-time seasonal position with employment term from approximately late-March until early-December annually (flexible and weather dependent). The Director of Outside Operations will recruit, train, and manage a comprehensive caddie program and service-oriented outside operations staff. He/she is tasked with providing Members and guests with optimal service in a variety of responsibilities which may include, but not limited to, providing caddies, starting and directing play on the golf course, enforcing golf rules and policies, monitoring pace-of-play, golf club cleanliness and storage, maintaining the golf car fleet, and preparing a professional-staged practice facility. This position is also responsible for with recording accurate daily play totals and applicable fee billing.

**Specific Responsibilities:**

- Interview, select, and train employees to formulate a service-oriented Outside Operations staff. Schedule, direct work, and supervise all Outside Operations staff according to budgetary guidelines, and state and federal mandates.
- Direct a comprehensive caddie program, ensuring that there are a sufficient amount of caddies available to accommodate the possible demands for play. Develop a caddie training program to continually provide a first-class service.
- Provide welcoming “first contact” with each Member or guest and ensure they have an enjoyable experience.
- Direct an orderly flow of play with equity and integrity in accordance with golf rules. Assign caddies accordingly while recording actual start times of each group in the daily play log. Assist Members with finding a game, when necessary.
- This position is tasked with directing the flow of traffic on the course, enforcing facility rules, assisting customers with course etiquette, alerting management to any golf course problems, promoting the facility and its events and assisting players with any on-course problems.
- Carry out the policies and procedures set forth by the Board of Governors in regards to guest play, caddie usage, cart usage, and the practice facility.
- Track and verify all players and guests, golf cars, and other charges necessary, and facilitate accurate accounting and recordkeeping of these fees.
- Responsible for overseeing the daily golf cart fleet maintenance including cleanliness of carts and garage, charging, maintenance issues, their preparedness for play, and their security.
- Coordinate daily opening procedures that reflect a professionally maintained golf operation to include daily set-up of stations for the driving range and practice green; preparing sufficient amount of golf carts for use; providing water bottles in the on-course coolers; all while being aware of potential Member and guest arrivals in order to assist.
- Maintain an organized bag room ensuring that Members’ clubs are cleaned and stored safely within their assigned bag slots. Revise bag storage list as necessary to ensure all staff members are able to locate Members bags in a timely fashion.

- Continually communicate with the Grounds Department and Professional Staff for any unusual or special instructions as it relates to the golf course, such as cart paths only, golf course restrictions, etc.
- Maintain a clean and orderly caddie lounge.
- Be prepared for inclement weather (lightning detection system, rain gear, etc.), understand bad weather procedures and communicate with Golf Shop during weather alerts, as necessary.
- This position may perform additional duties as needed/required in order to assist the Outside Operations staff in completing their duties in timely fashion. Lead by example.
- Promote the facility programs, events and image to the Members and guests of the facility at all times.

**Qualifications:**

- Minimum of 3 years’ experience in the golf industry.
- Candidates with experience as a Caddie Master, Director of Outside Operations, Assistant Professional, or outside/bagroom Service Staff from a service-oriented operation are preferred. Preferred candidates will have experience within Private Clubs with reputable caddie programs.
- The successful candidate must be energetic, youthful, professional, organized, very visible, easily approachable, pro-active in nature, and service and customer focused.
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**Education Requirements:**

- Bachelors degree (BA/BS) preferred.

**Timing:**

Position is a full-time seasonal position from late-March through early-December. (flexible and weather dependent)

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**COMPENSATION**

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Includes weekly salary and additional job benefits listed below.

**Job Benefits:**

- Full Health Benefits (per Club Policies)
- 401k Retirement Benefits (per Club Policies)
- PGA Education Allowance - including PGA Dues (if applicable)
- Playing & Practicing Privileges
- Performance Bonus
- Holiday Bonus
- Clothing Allowance

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**HOW TO APPLY**

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**Please submit cover letter, resume, & references to [cmuldoon@thetuxedoclub.org](mailto:cmuldoon@thetuxedoclub.org)  
The deadline to apply is March 23, 2025**

