

RIVERTON COUNTRY CLUB
Clubhouse Manager

JOB TITLE: **CLUBHOUSE MANAGER**
Reports to: General Manager
Supervises: Food and Beverage Operations Managers, Executive Chef, Catering Director, Facilities Manager, Pool Manager

SUMMARY:

The Clubhouse Manager is responsible for all food and beverage production and service for the club. The Clubhouse Manager oversees Clubhouse cleaning and maintenance plan and implements budgets, hires, trains, and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded. The Clubhouse Manager oversees the Pool Manager and operations at the pool. Kitchen production, member events, and banquets are also under the Club Manager's responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Includes the following. Other duties may be assigned.

1. Builds relationships with members, focuses on feedback and works to improve the member experience.
2. Visible and attentive during peak dining hours to ensure all steps of service are being followed and members and guests are satisfied.
3. Develops an operating budget for each of the departments; after approval, monitors and takes corrective action as necessary to help assure that budget goals are attained
4. Assures that effective orientation and training for new staff and professional development activities for experienced staff are planned and implemented
5. Inspects to ensure that all safety, sanitation, energy management, preventive maintenance and other standards are consistently met
6. Delegates tasks to other department heads and follow up for completion and accountability
7. Assures that all standard operating procedures for revenue and cost control are in place and consistently utilized
8. Helps plan and approves external and internal marketing and sales promotion activities for the food and beverage department
9. Helps plan and approve the organizational chart, staffing and scheduling procedures and job description/specifications for all department staff
10. Manages the long-range staffing needs of the departments they oversee.
11. Approves the menus proposed by the Executive Chef for all outlets and special events

12. Establishes quantity and quality output standards for personnel in all positions within the department
13. Ensures that all legal requirements are consistently adhered to including wage and hour and federal, state and/or local laws pertaining to alcoholic beverages
14. Researches new products and develops an analysis of the cost/profit benefits
15. Develops and implement policies and procedures for food and beverage departments
16. Tracks KPIs for member events.
17. Monitors purchasing and receiving procedures for products and supplies to ensure proper quantity, quality and price for all purchases
18. Reviews new techniques for food preparation and presentation in a manner and variety to maximize member and guest satisfaction and to minimize food costs
19. Consults with the Executive Chef, Food and Beverage Operations Managers and other applicable club administrators daily to help assure the highest level of member satisfaction at minimum cost
20. Greets guests and oversees actual service on a routine, random basis
21. Helps develop wine lists and bottle/glass wine sales promotion programs
22. Develops on-going professional development and training programs for food production, service and bar production/service personnel
23. Ensures correct handling procedures to minimize china and glassware breakage and food waste
24. Addresses member and guest complaints and advises the General Manager about appropriate corrective actions taken
25. Develops interesting ways of promoting club functions
26. Serves as an ad-hoc member of House and Entertainment Committee
27. Assists in planning and implementing procedures for special club events
28. Maintains appearance, upkeep and cleanliness of all food and beverage equipment and facilities
29. Monitors employee dress codes according to policies and procedures
30. Approves all product invoices before submitting to the accounting department
31. Manages physical inventory verification and provides updated information to the accounting department

32. Responsible for the proper accounting and reconciliation of the Point of Sale systems and member revenues
33. Maintains records of special events, house counts, food covers and daily business volumes
34. Ensures that an accurate reservation system is in place
35. Audits and approves weekly payroll
36. Approves all entertainment
37. Implement and monitor sanitation and cleaning schedules
38. Oversees Pool Manager, ensuring all safety procedures are implemented.
39. Works with the Pool Manager and Pool Committee to develop a robust schedule of member events at the pool throughout the season.
40. Work with Facilities Director to ensure the cleanliness of all club spaces.
41. Works with the Facilities Director to ensure proper maintenance and upkeep of the clubhouse and pool operations.

KNOWLEDGE AND SKILLS REQUIRED:

1. Must possess management skills, with the ability to organize, motivate and lead a staff in quality standards.
2. Must be focused on working on behalf of the membership

ORGANIZATIONAL RESPONSIBILITIES:

1. General Manager: reports to, keeps informed of, obtains approval as required on matters pertinent to upholding quality standards and expenditures.
2. Club Members, their families and guests: welcome, attend to their needs, organize and lead dining room and banquet room activities, with responsibility for their pleasure and safety, and handle all complaints in a warm, conciliatory manner.

QUALIFICATIONS:

To perform this job successfully, each individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUACTION and/or EXPERIENCE:

Bachelor's Degree from a four-year College or University in Hotel/Restaurant Management and/or Business Degree or Culinary Degree from an accredited Culinary School, or equivalent experience. A minimum of **five** years of supervisory experience.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel objects, tools or controls, talk or hear, taste or smell. The employee is frequently required to stand and walk. The employee is occasionally required to sit, reach with hands and arms, stoop, kneel, crouch and crawl.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION:

Compensation will based on experience ranging form \$85,000 - \$110,000. Bonus and yearly increases may be given based on performance. 401K, vision, dental, and health insurance is provided. Vacation and personal time will be given and follows the guidelines of employee handbook for all employees. FSLA Status: Exempt

Please send all resumes to Hannah Librizzi hlibrizzi@rivertoncc.com