



Birchwood Country Club Clubhouse Manager

Job Summary

The Clubhouse Manager is responsible for all aspects of club wide Food & Beverage operations, including A La Carte dining, member events, Seasonal Cafe and banquet operations throughout all outlets on the property. The Clubhouse Manager oversees all dining areas to ensure a smooth and consistent experience of service standards, high levels of member and guest satisfaction, quality food offerings, and exemplary service in conjunction with F&B staff and the Executive Chef. He/she exhibits a hands-on approach and understanding that full on-the-floor member and staff engagement is an essential component of this position. The Clubhouse Manager leads the enhancement of the club-wide service culture and the development of the member experience across the club. He/she will have a highly visible presence with the membership and must be a strong communicator and leader.

Job Tasks

- Maintains contact with members and helps to assure maximum member satisfaction, while answering questions, addressing issues, solving problems and overseeing services.
- Book, plan and execute all Private Parties and Member events
- Handle all billing for Member and Private Events
- Using Clubessentials POS to create, and set up Sales items, while running usage reports.
- Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained.
- Runs a la carte service in absence of Dining Room Manager.
- Work with the Dining Room Manager to recruit, hire, train, and mentor employees.
- Plans and coordinates training and professional development programs for himself or herself and club personnel.
- 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.
- Participates in on-going facility inspections along with GM and maintenance director throughout the club to assure that cleanliness, maintenance, safety and other standards are attained.
- Collaborate with Club committees to develop and evaluate innovative member programming of all areas of the club, including member events, and junior activities.
- Handles and documents employee grievances while informing the General Manager.
- Works with GM to develop long-term staffing needs for the clubhouse department.
- Ensures that all legal requirements are consistently followed.
- May perform clubhouse opening and closing duties.
- Completes other appropriate assignments made by the general manager

Reports to

General Manager

Supervises

Dining Room Manager, Snack Bar Manager, Locker Room Attendants

Summary

The Club will offer an attractive and competitive compensation and benefits package to include:

- Competitive salary and performance bonus
- Professional dues and education expenses with emphasis on continuing education
- Employee Benefits to include health, dental, life insurance, long term and short-term disability and 4% matching 401K Plan.

This position is available immediately. Interested and qualified candidates should submit a cover letter as well as a resume for consideration to Danny Jones danny@birchwoodcc.org

About us:

For busy, active families, Birchwood is a country club like no other. Located in the heart of downtown Westport, we manage our world-class facilities so that access is always easy.

- Long considered one of Westport's finest restaurants, our menu constantly evolves, focusing more on organic, sustainable options. Known as casual excellence
- Our top-rated nine-hole course is considered the best two-hour round in Fairfield County.
- Enjoy our phenomenal racquets program with seven Har-true tennis courts, two lighted paddle courts, and three new pickleball courts—each with social and competitive programs.

Birchwood is very much a neighborhood club: our membership is diverse, involved, friendly and always welcoming.