



BURNING TREE COUNTRY CLUB

LOCATION: Burning Tree Country Club, Greenwich CT

DEPARTMENT: Clubhouse

JOB TITLE: Clubhouse Manager

REPORTS TO: Assistant General Manager

SUPERVISES: F&B Director, Director of Events, Member Services Director, Youth Activities Director and Facilities Director

COMPENSATION: Commensurate with experience and qualification; Exempt (Salary) position

BENEFITS: Medical, Dental, HRA, 401K, Paid Time Off, Meals, CMAA

BURNING TREE COUNTRY CLUB BY THE NUMBERS:

- 535 members in all categories
 - \$10M total revenue
 - \$2.5M F&B revenue
 - 75% Ala carte / 25% catering
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POSITION OBJECTIVES:

The Clubhouse Manager is the face of the operation and is responsible for ensuring a smooth and efficient operation in the Clubhouse. This position is responsible for managing and overseeing all member services, food and beverage, events, and facilities operations. Assures a high standard of appearance, hospitality and service in personnel and cleanliness of all Clubhouse areas. Supervises and trains staff; and manages within budgetary restraints with the assistance of the Assistant General Manager. In the absence of the General Manager and Assistant General Manager, the Clubhouse Manager will be the acting supervisor. The Clubhouse Manager is expected to maintain visibility and a management presence at critical times. This position works with all Clubhouse related departments to assure that the members' and guests' expectations are exceeded.

SUMMARY REQUIREMENTS:

To perform this job successfully, an individual must be able to execute each essential job function 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 and/or satisfy the productivity, performance, or qualification standards for the position.

ESSENTIAL JOB FUNCTIONS

Operations Management:

Provides leadership in all Clubhouse areas by providing support to all direct reports and contributing to creating an optimal experience to all members and their guests.

Oversees operational and functional areas of the Clubhouse with a strong focus on food and beverage delivery. Implements agreed standard operating procedures that support a culture of service excellence throughout the Clubhouse operations.

Ensures proper opening, closing and security procedures of Clubhouse and all related areas.

Ensures the highest standard in special and Club event planning with members. Executes these events with staff to produce qualitative and pleasing results.

Serves as the administrative and communication liaison between club constituencies (members, staff, guests) and departments.

Member Services:

Responsible for providing genuine hospitality to all members and guests, in alignment with the service centric culture of the Club.

Ensures Burning Tree Country Club members and guests enjoy an exceptional food and beverage experience by maintaining clear standards and consistency in service delivery.

Establishes and maintains open and approachable relationships with all members and their guests and fosters innovative ways to proactively meet and respond to their various demands.

Ensures sincere and regular engagement with members, guests and staff while regularly soliciting feedback regarding programming and amenities.

Works in conjunction with General Manager and Assistant General Manager to implement innovative programs and improvements to enhance member satisfaction and participation level.

Staff Management:

Dedicated team leader and mentor, responsible for creating a positive environment for all direct reports and staff at all levels and continuously engages them to work as a team and seek continuous improvement.

With the assistance of the General Manager, Assistant General Manager, and the Human Resources function, is responsible for ensuring proper compensation, benefits, performance appraisals and disciplinary action processes are followed for their direct reports, as well as their respective staff.

Is directly responsible for hiring, training, developing, and evaluating immediate reports and ensure proper staffing levels, performance reviews and training are in place for their respective teams. This includes overseeing the proper hiring and onboarding of international staff (on J1 and H2B visas).

Works closely with human resources in the areas of recruitment, terminations, performance evaluations, and employee relations.

Conducts regular staff meetings and pre- and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience.

Communicates and partners with Club Management and key stakeholders across all departments to ensure seamless integration of programming and activities.

Financial Management:

Assists the Assistant General Manager in budget preparation for all areas of responsibility and adheres to budgetary guidelines, including food costing, payroll and other expenses, and revenue projections.

Ensures that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.

Provides proactive, accurate, timely and meaningful reports and analysis.

INCIDENTAL DUTIES

The above list of essential job functions describes the general nature and level of work being performed in this job. It is not intended to be an exhaustive list of all duties, and indeed additional responsibilities may be assigned, as required, by management.

PERFORMANCE EXPECTATIONS

- Proven leadership qualities with demonstrated ability to direct, coordinate and manage all facets of club operations, while instilling a culture of caring and excellence
- Strong ability to drive quality results and excellence through his/her direct reports
- Comfortable speaking in front of a wide variety of groups including staff.
- Positive and versatile communication with members and guests at all times
- Attends management and staff meetings and any other meetings as required.
- Maintains professional memberships and attends educational and professional development seminars relevant to the Club and area of responsibility
- Ability to handle stress under high demand circumstances.
- Flexible work schedule including holidays and weekends.

JOB QUALIFICATION STANDARDS

The following describes the general qualifications and physical, sensory, and mental abilities normally associated with performing the essential functions of this position.

Education and Experience:

- Bachelor's degree in Hospitality / Resort or Business Management preferred.
- Minimum 3-5 years Food and Beverage experience working in an upscale Club / Restaurant / Hotel / Resort venue.
- Extensive Food and Beverage knowledge including but not limited to production technique, wines, and liquors.
- Ability to maximize food and beverage profits and manage labor costs.

Knowledge and Skills:

- Strong verbal and written communications skills.
- Excellent people skills with ability to hire, train and lead a large staff.
- Sound and current knowledge of human resources practices
- Strong Food and Beverage background

- Excellent computer skills, including extensive use of Microsoft Office programs.
- Well versed in JONAS software system

Language and Communication Skills:

- Excellent verbal and written communication skills and emotional intelligence
- Versatile and able to quickly establish positive rapport with members and employees alike, to create a friendly, courteous, and professional atmosphere.

Physical, sensory, and motor demands:

- Required to stand for extended periods and walk, climb stairs, balance, stoop, kneel, crouch, bend, stretch and twist or reach.
 - Push, pull or lift up to 30 pounds.
 - Continuous repetitive motions
 - Ability to work in hot, humid, and noisy environment.

To submit your cover letter and resume to:

Linnea Grate
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