



## **Clubhouse Manager Indian Harbor Yacht Club**

Founded in 1889 by dedicated sailors' intent on being part of the thriving sailing community on Long Island Sound, Indian Harbor Yacht Club (IHYC) has a distinguished history of yacht racing and boating. Located in Captain Harbor in Greenwich, Connecticut, the Club provides members and guests an ideal and family-friendly setting for year-round enjoyment including a vibrant social calendar, family programming, fine and informal dining with fantastic waterfront views, and of course racing and cruising.

Over the years, members have contributed to the establishment of national organizations that have defined the sport including US Sailing, the US Power Squadron, the Yacht Racing Union of Long Island Sound, and The American Power Boating Association. They have also participated in America's Cup Syndicates and have organized international regattas for one-design classes, ocean races and US Youth Championships, and have been overall winners four times in the Newport to Bermuda Race as well as the American Power Boat Championships.

**Reports To:** General Manager

**Direct Reports:** Dining Room Manager, Dining Room Supervisor(s), Bartenders, Front Desk, Facilities Manager

**Indirect Reports:** CFO, Executive Chef, Waterfront Director

### **Job Description**

The Clubhouse Manager is ultimately responsible for all clubhouse food & beverage and service operations on a daily basis. Being the "public face" of these operations with a hands-on approach and an understanding that full "on-the-floor" member and staff engagement is critical to success in this position. The Clubhouse Manager consistently provides superb dining and other food and beverage experiences for the Club's membership and their guests. This senior level position works closely with, and reports to, the General Manager and indirectly to the CFO. A most critical relationship is that with the Executive Chef, ensuring collaborative and harmonious relationships between front and back of house operations.

This is a full time, management position at Indian Harbor Yacht Club. The Clubhouse Manager will oversee all club activities. The Clubhouse Manager will also directly oversee all aspects of facilities maintenance throughout the Club to include assisting with capital projects and planning, preventative maintenance, negotiating maintenance contracts, proper working order of all facilities and equipment, and information technology.

The Assistant General Manager will work closely with club committees for planning and execution of all Club events, including necessary website functionality. The Assistant General Manager will also work closely with the Facilities Committee and oversee the Facilities Manager and contractors to ensure the Clubhouse and its facilities are in optimal working order.

### **Job Requirements and Key Responsibilities**

- Be the primary coordinator of food and beverage budgeting, hiring, coaching, training, orientations and creating a culture of teamwork, and the supervision of associates to ensure all is done in accordance with approved Club policies compliant with governmental regulations.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have adroit interpersonal skills, and the maturity to instinctively know how to treat members and guests with a high-level of service. He or she must be able to communicate these expectations to a staff with diverse backgrounds and motivate them positively to understand and execute to those expectations.
- Oversee all dining areas to ensure smooth operations, high levels of member and guest satisfaction, quality food products and exemplary service in conjunction with the Executive Chef.
- Develop and implement marketing programs to increase dining room, banquet, and general participation in F & B related activities.
- Be actively involved in the recruitment, selection, training, and oversight of staff.
- Assist in planning and be responsible for ensuring that special club events are well-conceived and executed.
- Oversee all banquets and social functions, including member and member sponsored events
- Responsible for operating budget management.
- Responsible for creating content to be used in member communications via email, website, and traditional publications.
- Develop and monitor plans, budgets and procedures to provide direction and controls for food and beverage operations; implement corrective procedures as necessary to help ensure that budget goals are attained.
- Ensure adherence to, and compliance with, all health, safety, liquor consumption, and all other food and beverage regulations. Keep current on all matters pertaining to the food and beverage industry.
- Responsible for the management of all alcoholic beverage inventories and purchases.
- Responsible for creation and execution of all beverage menus with an emphasis on

- growing the wine program.
- Consistently monitor payroll and labor resource allocations to ensure they are in line with financial forecasting and goals.
  - Be a focused and consistent evaluator of personnel, ensuring that standards of conduct and delivery are met; this includes oversight of high standards of appearance, hospitality, service, and cleanliness of the clubhouse facilities.
  - Conduct and/or oversee training programs for food service personnel on various issues including service techniques, knowledge of menu items and daily specials, sanitation, team building and conflict resolution; regularly test and evaluate knowledge and understanding of these expectations.
  - Ensure that an effective orientation and onboarding program exists in all areas of responsibility, along with consistent professional development and training.
  - Hold weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club.
  - Provide resources necessary to allow employees to perform their jobs effectively and create an exceptional ambience for members and guests.
  - Take personal ownership of his or her area of responsibility, with special attention to the physical plant and overall appearance of the operation and understand the need to be consistently “member ready” in both appearance and service.
  - Coordinate with all relevant member committees that are related to F&B.

### **Education and Experience Requirements**

- Bachelor’s Degree from a four-year college or university with a focus in Business and/or Hospitality Management and/or equivalent experience in a related hospitality environment is required.
- Relevant Food & Beverage Certificates and training.
- A minimum of 4 years of Food and Beverage at a senior level showing progressive responsibility in a private club, resort, hotel and/or similar service/hospitality environments.
- Strong work ethic and experience in successfully managing and supervising diverse teams.
- Possess a high level of emotional intelligence.
- Demonstrated organizational skills, attention to detail, ability to adapt to various situations quickly.
- Microsoft Office Suite, Jonas, and other POS systems.
- Knowledge of accounting procedures and budgeting

### **Salary**

Salary is open and commensurate with qualifications and experience.

### **Benefits**

Benefits to include health insurance, optional vision/dental, CMAA membership with local chapter expenses and a continuing education allowance, PTO, 401 (k) eligibility.

**Applications:**

Send Resume and Cover Letter to:

Remus C. Ciolomic

General Manager

Indian Harbor Yacht Club

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Greenwich CT 06830

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