



THE CLUBHOUSE MANAGER (CHM) OPPORTUNITY AT THE SHORE AND COUNTRY CLUB

Do you want to work on the water, be part of something special, and join a dedicated team? If so, The Shore and Country Club is the place you have been waiting for. A unique opportunity exists for a high-energy candidate with progressive food and beverage and operations management experience in private clubs or high-end establishments in the hospitality industry and a drive to be a friendly, passionate industry leader.

THE SHORE AND COUNTRY CLUB

Founded in 1908, the club sits on an 8-acre peninsula extending into Norwalk Harbor; the Shore and Country Club, Inc. provides a unique waterfront environment for its members. Its focal points are the 25-yard freshwater pool, children's pool, two sanded beaches, ten tennis courts, a 98-slip marina, a newly constructed beach house that offers three open-air dining areas facing the beach; the facilities at the beach house also contains modern changing rooms, locker rooms, showers, and family changing rooms. In addition, the SCC offers several Jr. programs, a 30,000+ square foot clubhouse with a ballroom accommodating up to 200 guests, an outdoor patio, two dining rooms, one bar, and multiple administrative offices.

The Club is fully closed (other than offices) from January through mid-March. The Club is closed on Thanksgiving and Christmas.

Pool operations are open daily from Memorial Day to Labor Day, and Tennis operations are available seasonally, weather permitting.

About the Club:

- 1908 Established
- 465 Members
- 53 Average Age
- \$5M Gross volume
- \$2.3M Annual dues volume
- \$1.8M F&B revenue
- 120 Employees (FTE) in season; 24 Employees (FTE) offseason

CLUBHOUSE MANAGER POSITION OVERVIEW

The Clubhouse Manager (CHM) is responsible for the general operation of club functions relating to Food and Beverage, including Housekeeping, Maintenance, Pool/Beach, and children's activities, ensuring that all services exceed members' and guests' expectations. The CHM is responsible for all aspects of the Club operation in the absence of the GM. He/she will develop an awareness of the "club culture" and is responsible for the hospitality, friendliness, and goodwill among members, guests, and staff. The CHM will have an essential role in the future planning of the Club. The CHM reports directly to the GM.

KEY RESPONSIBILITIES

Duties include but are not limited to:

- Be the primary coordinator of food and beverage, budgeting, hiring, orientation, coaching, training, inventory control, creating a culture of teamwork, and the supervision of associates to ensure all is done in accordance with approved Club policies compliance with governmental regulations.
- Have a strong and highly visible and respectful presence with the membership, be an exceptional communicator, have interpersonal skills, and the maturity to instinctively know how to treat members, guests, and employees.
- Be an active and dynamic recruiter of team members and someone who inherently enjoys developing and building their team and leading them to significant, positive membership satisfaction outcomes.
- Develop and enhance training programs for personnel.
- Establish standard operating procedures, procurement, and processes for the operational execution of all food and beverage outlets.
- Oversee dining areas to ensure the smooth and consistent experience of service standards, high levels of member and guest satisfaction, quality food products, and exemplary service in conjunction with dining room staff and the Executive Chef.
- 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 oversee training programs for food and beverage service personnel, including service techniques, knowledge of menu items and daily specials, sanitation, team building, and conflict resolution.
- Hold daily and weekly staff meetings with direct reports to keep them informed of necessary and relevant activities and expectations at the Club.
- Oversee all banquets and social functions, including member and member-sponsored events.
- Recommend, monitor, and manage policies, operating procedures, and staffing for all outlets; recognize the needs and consistently perform to high service levels in each of these operating areas.
- 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.
- Involve employees in the decision-making process of how work gets done and create a work environment people want to come to and participate in every day.
- Serve as an ad hoc member of appropriate club committees.
- Be a collaborative team player who is willing to be "hands-on" when necessary but understands when to step back and lead the team.

CANDIDATE QUALIFICATIONS

- Is a passionate leader with a strong proven track record of providing premier-level hospitality services.
- An outgoing and friendly personality with a high potential to identify with and embrace the Club's culture and traditions.
- Is a proven food and beverage leader.
- Has a verifiable track record of successfully leading and growing a dynamic food and beverage program, clubhouse operations, and a team.
- Is a "relationship" person who is successful in finding solutions with all sides in mind.
- Has in-depth knowledge of wine, beer, and spirits. Has a thorough knowledge of multi-dimensional à la carte dining services, training, service standards and processes, and strong and verifiable skills in developing and growing catering sales and banquets.
- Has an intuitive style resulting in a sincere and visibly engaged presence with members, guests, and staff; a truly engaging "people person."
- Point of Sale experience and has computer skills, including extensive use of Microsoft Office programs.
- Strong verbal and written communications skills. Comfortable speaking in front of a wide variety of groups, including staff and Board Committees. Communication with members, guests, and visibility is incredibly important attributes of the incoming Clubhouse Manager.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

The ideal candidate will have a minimum of five years of related hospitality industry experience, with at least three of those years in a leadership role. Private club experience is preferred and highly beneficial. A college degree is preferred with a major in Hospitality and/or Business Management or an equivalent combination of related education and experience.

This position requires the ability to perform essential job functions with physical demands including standing, walking, reaching with hands and arms, stooping, talking, hearing, and the ability to lift 50 or more pounds.

SALARY AND BENEFITS

- Compensation is open and commensurate with candidate qualifications and experience.
- The club, along with the typical CMAA benefits, offers a bonus and benefits package.
- Relocation assistance.
- A great working environment.

PLEASE SEND YOUR RESUME TO

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