



## **CLUBHOUSE MANAGER CONCORD COUNTRY CLUB**

Concord Country Club in West Chester, PA, is seeking a Clubhouse Manager with a proven track record of high-level resort, hotel, or country club expertise. The Clubhouse Manager is responsible for the overall management and operation of the clubhouse, ensuring the highest level of service and satisfaction for members and guests. This role will encompass the coordination and supervision of all clubhouse activities, including dining services, events, maintenance, and pool operation.

### **POSITION OVERVIEW**

The Clubhouse Manager has full responsibility for all aspects of the day-to-day clubhouse operations of the Club, effectively managing all resources and employees on a day-to-day basis, and is expected to be the embodiment of an exceptional member-centric experience, providing a clear 'tone at the top' model of conduct. The Clubhouse Manager will lead the various management team members while promoting a positive, engaging, responsive, and professional service culture in all clubhouse operations.

### **RESPONSIBILITIES**

- Have a strong, highly visible, and respectful presence with the members.
- Ensure exceptional member experiences by maintaining high standards of service and addressing member needs promptly and effectively.
- Develop and maintain strong relationships with members, understanding their needs and preferences.
- Engage with members regularly to ensure they are informed about club activities and services.
- Handle member feedback, complaints, and concerns professionally and effectively, working to resolve issues to the satisfaction of all parties.
- Work with club leadership to develop and implement strategic plans for clubhouse operations.
- Recruit, hire, train, and manage clubhouse staff, ensuring they provide excellent service and adhere to club policies and procedures.
- Develop and implement comprehensive training programs for all areas of responsibility.
- Conduct regular performance evaluations and provide ongoing training and professional development opportunities for staff.
- Foster a positive, collaborative, and professional work environment.
- Collaborate with other department heads to ensure a seamless and integrated member experience across all club services.
- Participate in management meetings to coordinate activities and share updates.
- Develop and manage the clubhouse budget, ensuring financial goals are met and costs are controlled.
- Oversee inventory management and procurement for clubhouse operations.
- Coordinate and manage all clubhouse events, including member events, private parties, club functions, and outside events.
- Oversee the maintenance and upkeep of clubhouse facilities, ensuring all areas are in good repair and aesthetically pleasing.

## CANDIDATE QUALIFICATIONS

- Minimum of five years of management experience in a similar high-end club or like environment.
- Strong leadership and team management skills.
- A fundamental understanding of the premier club experience and the proven ability to execute to that level.
- Skilled in hiring, supervising, managing, mentoring, and developing high-achieving employees.
- Organized, consistent, detail-oriented, and can multi-task and prioritize.
- A patient, professional demeanor with superior verbal and written communication skills.
- Verifiable track record of successfully leading and growing dynamic clubhouse operations, including building revenues, controlling costs, and meeting or exceeding planned and budgeted bottom-line goals and objectives in food and beverage operations.
- Proficient with Microsoft Office Suite, report generation, and membership database management.
- Extensive knowledge of all areas of clubhouse operations and a strong Food and Beverage background.
- Strong communication and facilitation skills, both written and verbal, with the appropriate personal presence, and a desire and ability to interact effectively before diverse constituencies of members, staff, vendors, and guests.

## ADDITIONAL CLUB DETAILS

- Annual food sales \$1.2M; Total F&B Sales \$2.2M.
- Total Club Revenues: Approximately \$8M
- Members - all categories, 525
- Average Age of Membership: 42
- The Club uses Jonas Club Management software

## DIRECT REPORTS

- Event Director
- F&B Managers (3)
- Aquatics Director
- Housekeeping / Locker Room Manager

## EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

## SALARY AND BENEFITS

The salary is open and commensurate with qualifications and experience. Concord Country Club offers an excellent bonus and benefits package including association membership.

## INSTRUCTION ON APPLYING FOR THIS ROLE

Submit a detailed cover letter addressed to Concord Country Club's General Manager, Mr. Michael Strain, and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career.

### **Michael Strain, PGA**

General Manager

Concord Country Club

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