



Phoenixville Country Club is a private golf, dining, and social club. Located in Chester County, PA. The Hugh Wilson-designed golf course has been ranked among the best 9-hole courses in the world and provides a challenging yet rewarding experience for golfers of all skill levels. The historic clubhouse offers an ideal location for members to relax and for a meal and beverage after a round of golf or to entertain family and friends. The clubhouse also has a variety of spaces including a newly renovated ballroom which can be booked by members and nonmembers for weddings, corporate events, and other celebrations.

The Opportunity

Phoenixville Country Club (PCC) has a talented and dedicated Clubhouse staff and we are looking for a Clubhouse Manager to support and lead the team and ensure the culture and traditions of PCC flourish as our membership increases. The Clubhouse Manager is the heart of the club's operations and provides the daily management of the clubhouse and the team as well as provides support and oversight for member and nonmember events. PCC is a small club with a total membership of just over 300 members and a total Clubhouse staff of 16 employees (including full-time and part-time). The Clubhouse is fully operational and open for members and guests Wednesday through Sunday.

Leadership and Management:

- Supervising all Clubhouse staff, including food and beverage, events coordinator and contracted vendors for housekeeping services.
- Setting the tone and ensuring adherence to high standards of service across all Clubhouse departments.
- Creating a positive work environment for all team members with a focus on respect and communication.
- Developing and implementing policies and procedures for efficient operations.
- Overseeing staff hiring, scheduling, training, and performance evaluations.
- Addressing member/guest concerns and complaints promptly and professionally.
- Working collaboratively with the Head Golf Professional and Superintendent to ensure proper planning is conducted to meet the needs and demands of member and nonmember events.

Operations and Finances:

- Managing Clubhouse budgets and controlling costs.
- Maintaining inventory and ensuring proper equipment maintenance.

- Working with the Chef on menu planning, food service and food costs.
- Contributing to the generation of revenue through member and guest events.
- Preparing reports on Clubhouse operations and finances regularly for the Finance Committee and the Board of Governors.

Member and Guest Relations:

- Providing exceptional customer service to members, potential members, and guests.
- Assisting with tours of Clubhouse facilities in coordination with the Membership Co-Chairs.
- Attending committee meetings and planning meetings as requested.
- Building rapport and fostering a welcoming atmosphere in the Clubhouse.
- Overseeing special events and ensuring their smooth execution.
- Representing the club at member functions and events.

Additional duties may include:

- Working on special projects as assigned by the Board of Governors.
- Overseeing the maintenance and upkeep of the Clubhouse facilities in collaboration with the Property Chair, House Chair, and the Long-range Planning Chair.
- Staying informed about industry trends and best practices.

Requirements

Overall, the Clubhouse Manager plays a vital role in ensuring a positive and memorable experience for members and guests at Phoenixville Country Club. The incumbent needs to have excellent communication skills, the ability to train and motivate staff, the desire to enhance the experience for members at PCC and serve as an excellent representative of the Club when working with members and nonmembers on events. The incumbent needs to create a positive working environment for all Clubhouse employees and be willing to assist with all functions that occur throughout Clubhouse operations.

- A minimum of 5 to 7 years of experience, with increased responsibilities, in a private or public club setting, the restaurant industry and/or special event planning is required.
- Previous management experience is required.
- Excellent interpersonal skills, ability to plan and anticipate challenges.
- Experience with database management and marketing plans.
- Experience with budgets, managing inventory and creating financial reports is required.
- Ability to troubleshoot and solve problems quickly and effectively.
- Knowledge of POS software systems. Familiarity with Club Systems and Jonas software preferred.
- The ability to work evenings and weekends is a must.

For more information or to apply, please contact Heather Potts:

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