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CLUBHOUSE MANAGER PROFILE:
COLORADO GOLF CLUB
PARKER, CO

THE CLUBHOUSE MANAGER OPPORTUNITY AT COLORADO GOLF CLUB

Located on 1,700 acers on some of the most preserved natural spaces you will find in Colorado, the Colorado Golf Club in Parker, CO (CGC) is searching for a charismatic, experience driven leader to perform the duties of the Clubhouse Manager. This role is one that will oversee various aspects of the club including the Clubhouse, Housekeeping, Maintenance and Lodging. Under the direction of the GM/COO this position will work collaboratively with the Executive Chef, Controller, Facilities Manager, Golf Course Superintendent and Head Golf Professional.

The successful candidate will be someone that can identify talented individuals and build upon their strengths through coaching, mentoring, and incorporating the special culture that CGC offers its members, guests, and team members. This individual will also be able to provide a consistent "look forward" in planning, innovation, organization, communication and quick response to staff and member needs.

CGC is considered a destination location by many at the club, this individual must understand luxury cottages and lodging operations, which will be an important focus for this role. Previous experience in Hotels, Luxury Resorts or Clubs with overnight accommodations is a plus but not required

The Clubhouse Manager role is an integral part of a high-performing team at Colorado Golf Club recognized for its superior service, quality work environment and focus on continually 'raising the bar' for its members and staff.

Click here to view a brief video about this opportunity.

ABOUT COLORADO GOLF CLUB

Designers Bill Coore and Ben Crenshaw went to work on the Championship Course at Colorado Golf Club, they envisioned a strategic and natural layout capable of testing golfers of the very highest ability and hosting major championships. They succeeded on all levels. In addition to the Championship Course, Coore and Crenshaw have designed a nine-hole Short Course that winds through the Ponderosa pines. *LINKS* Magazine calls it one of the best in the country.

Colorado Golf Club's dramatic old-world clubhouse designed by renowned architectural firm MAI, the 44,000-square-foot clubhouse features richly finished woods, natural stone, and comfortable rooms and furnishings, all overlooking the spectacular peaks of the Front Range. Members can hold catered meetings as well as private social gatherings or enjoy outstanding dining in any of the three lounges including an outside patio. In addition to the clubhouse, six Club Cottages offer a total of 24 overnight rooms for member getaways and events or guest accommodations.

In 2015, the club opened a spectacular resort like pool complex complete with cabanas, pool side food service, a Tiki bar and a 60-foot water slide that meanders through the landscaping and into the pool.

HONORS & AWARDS

- Ranked #2 *Golfweek* Private Colorado Golf Courses
- Ranked #33 *Golfweek* Top 100 Modern Courses
- Host Site - 2019 U.S. Mid-Amateur Championship
- Host Site - 2013 Solheim Cup

- Host Site - 2010 Senior PGA Championship
- Clubhouse of the Year - *Golf Inc.* Magazine (2013)
- Co-Host Site – 2023 USGA US Amateur

COLORADO GOLF CLUB BY THE NUMBERS

- At present, there are approximately: 486 Members in all membership types.
- Food and beverage volume: approximately ~~$2.5M~~ $2.0M with approximately 67% from ala carte dining and 33% from banquets/catering
- There are approximately 58 FTE in-season with approximately 150 seasonal
- The Club uses Club Essentials for POS and Accounting

COLORADO GOLF CLUB WEB SITE: www.coloradogolfclub.com

CLUBHOUSE MANAGER POSITION OVERVIEW

The Clubhouse Manager at The Colorado Golf Club will:

- Oversees all operational and functional areas of the Clubhouse and guest houses as needed and with a primary focus on food and beverage operations.
- Ensures that Colorado Golf Club members and guests enjoy outstanding accommodations, food and beverage operations by providing consistent, exemplary service.
- Works closely with the controller, facilities manager, golf professional and course superintendent.
- Provides quality leadership and contributes to the positive atmosphere of the Club and associated operations.
- Interacts positively, professionally, with poise, and politely with all team members, vendors, and the community to promote a team effort.
- Maintains and continually improves member service quality in the management of direct reports, all relevant Club environments, operations of the clubhouse, and all events and programs presented for the members and guests.
- Is a complete team player. Meets deadlines and follows through on requests and questions from members and team members. Proactively seeks solutions and involves team members in the decision-making process.
- Maintains a “lead by example” approach within the clubhouse while maintaining a very upbeat, “can do” and “get it done” attitude toward members, team members, services, programs, and initiatives.
- Assures the smooth, efficient daily function of the clubhouse operations to provide its members and their guests with the experience and services for which Colorado Golf Club is well known. The focus is to provide an enjoyable, high-quality, first-class environment.
- Establishes and maintains open and approachable relationships with the membership while being proactive to their needs. The expectation for the CHM and his or her staff is to address members by name and maintain visibility and a management presence at critical times.
- Coordinates with controller on clubhouse staff compensation, benefits, performance appraisals, disciplinary actions, and other significant personnel actions.
- Is responsible for hiring, training, developing, and evaluating staff in all clubhouse capacities.
- Clearly understands and values the importance of staff recruitment, retention, and overall commitment to quality as core drivers to Colorado Golf Club Club’s success.
- Places great importance on staff communications and interaction. Conducts weekly staff meetings and pre- and post-event meetings to ensure understanding of the expectations and quality of outcomes for every member experience.
- Implements agreed SOPs with staff that supports a culture of service excellence.
- Is an important mentor for department leaders and associates as well.
- Assists the controller with budget preparation and adheres to budgetary guidelines in management and operation of F&B operations, including food costing, personnel costs, and revenue projections.
- Keeps the GM/COO informed of all significant or potentially significant operating matters, problem areas, achievements, or other matters of importance.
- Delegates appropriate responsibility to department leaders while remaining responsible for F&B operations—giving credit to the team and taking responsibility for any shortcomings.

- Attends weekly or special management and staff meetings and any other meetings as required.
- Undertakes special projects from the GM/COO as assigned.

CANDIDATE QUALIFICATIONS

The ideal candidate:

- Has at least five years of F&B management experience in a high-end club, hotel, or restaurant environment.
- Possesses experience in supervising, developing and leading department staff – both front and back of house.
- Is a passionate and highly motivated professional who enjoys member engagement and making each moment special and memorable for members and their guests.
- Has a fundamental understanding of what constitutes a "premier Club experience," and the proven ability to execute to that level.
- Has technology skills including the use of Word, Excel, Outlook, POS systems, and time management systems.
- Displays an understanding of facilities and membership management.
- Displays a working knowledge of financial acumen, HR policies and regulations, food and beverage and the club industry.
- Is skilled in hiring, supervising, managing, mentoring, and developing high achieving employees. Perpetual training and coaching are essential.
- Has an in-depth knowledge of wine, beer, and spirits. Sommelier certification would be a plus.
- Remains calm under pressure and maintains the expedient execution of events as well as the resolution of conflicts or complaints. Someone who acts with urgency yet maintains a calming presence.
- Is organized, predictable, consistent and detail oriented with the ability to multi-task and prioritize competing or conflicting projects.
- Possesses effective problem-solving skills as well as effective verbal and written communication skills, while demonstrating respect and achieving respect of the staff and the rest of the management team.
- Has a patient, friendly, outgoing personality, and a positive attitude. Is personable with members and guests, while maintaining a respectful professionalism.
- Has a verifiable record of accomplishment 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.
- Has strong listening skills and can absorb a multitude of ideas and filter to the most important and viable options for action and completion.
- Has an extensive knowledge of all areas of clubhouse operations and a strong F&B background.
- Has strong management skills with verifiable strengths in "self-starting" leadership, financial performance, and people skills.
- Can consistently define and achieve goals and objectives. Proven and verifiable leadership qualities with the demonstrated ability to direct, coordinate and control all facets of an active clubhouse operation.
- Has strong organizational and time management skills; identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Interacts effectively with diverse constituencies of members, staff, vendors, and other people who are part of the Colorado Golf Club family.
- Embraces the service ethic and displays a passion for providing the consummate member experience daily.
- Is a professional with a verifiable, positive career track, someone who has been a "difference maker" wherever the candidate has been in the past.
- Has an appreciation for and understanding of the game of golf.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor's Degree from a four-year university or college in Hospitality Management preferred.
- Certified Club Manager (CCM) designation preferred.

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.

CLUB COVID REQUIREMENTS
This club does not require staff to be fully vaccinated as a provision of employment and does follow all federal and state mandates.

SALARY AND BENEFITS
Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefit package.

INSTRUCTIONS ON HOW TO APPLY
Please upload your resume and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your resume or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Mr. Brian Straight, CCM, CCE General Manager/COO** and clearly articulate why you want to be considered for this position at this stage of your career and why Colorado Golf Club and the Parker, CO area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than **October 28,2022*. Candidate selections will occur*** **in early November** ***with first Interviews expected in mid- November and second interviews a short time later. The new candidate should assume his/her role in or early 2023.***

IMPORTANT: Save your resume and letter in the following manner:
"Last Name, First Name Resume"
"Last Name, First Name Cover Letter - Colorado Golf Club"
(These documents should be in Word or PDF format)

Click here to upload your resume and cover letter.

If you have any questions, please email Patty Sprankle at patty@kkandw.com

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