

Sea Pines Country Club is Hilton Head Island's premiere private country club with a vibrant active membership that embodies an enhancing Lowcountry lifestyle with a superb array of amenities and personal service.

The Sea Pines Country Club (SPCC) provides a luxury lifestyle that feels like home to our members. We are a private member owned country club that provides 18 holes of golf, 7 Har-Tru lighted tennis courts, 3 swimming pools, 4 pickleball courts bocce, fitness classes and much more. The Club has gone through a transformation over the last 6 years with over \$10 Million spent in new and re imagined amenities. We have a dynamic membership which is 913 memberships strong and currently capped with a strong wait list.

The membership is made up of 66% resident and 34% non-resident, averages 30,000 rounds of golf, an active F&B beverage program that averaged \$2 Million pre Covid and is forecasted to do \$2.3 Million in 2022 and dues revenue of \$6 Million with total operating revenue just shy of \$10 Million.

SPCC is seeking a Clubhouse Manager (CM) who will be a strong, detail-oriented leader possessing passion for their craft. This exciting opportunity calls for an individual that must possess an engaging and outgoing personality that lends naturally towards member interaction.

In addition, the new team leader must possess leadership and training skills to lead the team to follow the Club's mantra of "Creating memorable experiences through exceptional service". This role requires an individual with real gravitas; someone who others respect and are happy to follow and support and who understands that at times he/she will have to roll up their sleeves to jump in and help whenever needed.

First and foremost, the Clubhouse manager is responsible for the general operation of the Clubhouse and has responsibility for the execution of all "front of the house and back of the house" components of the Food and Beverage department. This includes but is not limited to the dining in the clubhouse, the club course café, the beverage cart operation, all club social and themed events (to include weddings golf, and racquet sports events that may have a F&B component).

This position is also responsible for enhancing the overall member experience and ensuring member satisfaction at the Club. This is done through the facilitation and oversight of all social events at the Club and through the successful development and implementation of programs, projects and activities designed to maximize use of the Club by members and guests.

The Clubhouse Manager will oversee the Executive Chef, the Director of F&B and Events Manager and will work alongside the GM/COO to ensure the Club is offering best in class service and experiences. The CM will also be responsible for the housekeeping department and work closely with Director of Facilities to ensure the Club is always operating and looking at its best.

Simply put this job is all about the relationships with the team and with the members.

A successful candidate will work closely with the GM/COO to initially observe, evaluate and then execute a plan for the future of all social and dining components of the Club.

This position will oversee the Club in the absence of the GM/COO and will have the unique opportunity to be mentored by the GM/COO to prepare them for their next career step as an AGM or General Manager. The CM will of course work alongside their fellow department heads to ensure synergy and communication are at their optimal levels. The Clubhouse Manager position is a highly visible position where diplomacy, great listening, excellent communication skills and an effervescent personality are non-negotiables.

Primary Duties and Responsibilities:

Member Services:

- Create an environment that makes members feel at home, by maintaining high visibility during peak dining/event periods. Keep member retention at the front of mind.
- The Club House Manager is ultimately responsible for ensuring that all member and club events are well executed.
- Provide quality leadership and be a catalyst for innovation and new ideas to improve member experience.
- Maintain a first-class service culture with the Club's core values for the team
- Address and resolve in a timely manner all member and guest complaints.

Employee Relations:

- Oversee the recruiting, hiring and development of clubhouse personnel. Manage the ongoing training programs in conjunction with the Director of F&B to ensure relevant training manuals are being used to develop the next generation of F&B professionals.
- Develop a training program for subordinate managers, in concert with the General Manager, building a real sense of team cohesiveness.
- Consistently mentor, coach, support and evaluate the F&B team ensuring that integrity, communication service and being a family are at the forefront.
- Will work closely with the persons responsible for all safety standards and training practices are enforced and performed as necessary.

Financial Management:

- Intrinsically involved in preparing and implementing the annual clubhouse budget and all other departments providing input to all clubhouse personnel regarding annual budgets and capital spending plans
- Monitor payroll records to control unfavorable variances.

- Supervise the purchasing, receiving, safekeeping, and disbursement of operating supplies and equipment for the Clubhouse. Department Heads are responsible for their own supplies.

Personnel Management:

- Display a hands-on approach and leads the staff by example. Must be approachable to the staff, members and guests. Works with General Manager to develop long term staffing matrix for areas of responsibility.
- Work with Executive Chef on menu engineering based on industry trends and member feedback. **Become the connector for Front-of -House and Heart of the House.**
- Responsible for the hiring, discipline, termination, and documentation of all Front-of-House F&B staff and consult with any other department directors.
- Review all workplace accidents working with HR in completing accident reports and implement improved/corrective procedures.
- Attend weekly department meetings as well as key Club committee meetings being the staff representative at those meetings for e.g. Clubhouse, Finance etc.
- Convey a warm personality, sense of humor, and the ability to work effectively with all levels of the internal staff, members and vendors.
- Work closely with the Executive Chef, the Director of Food and Beverage and the Director of Events to develop P&L statements prior to events. Also recap the events and determine suggested edits for future events.

Operational Responsibilities:

- Oversee inventory management throughout the F&B department and keep a close eye on labor expenses in both the heart of the house and front of the house.
- Work closely with the Director of Facilities ensuring facility appearance meets Members expectations. Walk the property weekly to ensure "we inspect what we expect".
- Pay close attention to the coordination of room sets for banquets, Member areas, and outside grounds; ensures that deficiencies are rectified.
- Lead the vision for all events (golf and racquets sports) and all Club events to include the major events and the recurring Club events as well as coordinate all card and tile playing groups.
- Ensure consistent management presence within the Club.
- Negotiate contracts and maintains relationships with vendors including but not limited to product, florists, rental companies, and entertainment suppliers.
- Perform other duties as assigned by General Manager/COO

Education requirements:

- A Bachelor's degree in Hospitality or a related field and someone who is actively pursuing or already has achieved the CCM designation with the Club Managers Association of America (CMAA).

- A minimum of 5 years management and leadership experience with a track record of successful career advancement.
- Excellent communication skills: verbal, written and proficient in leveraging current communication platforms to convey a positive brand image.
- Excellent human relations and Member services skills.
- Strong organizational skills with the ability to manage multiple priorities with a high degree of effectiveness. A detail-oriented professional.
- Must be a creative thinker with the ability to bring new and innovative ideas to the Club.
- Must demonstrate a proven track record of increasing usage, enhancing the membership experience and generating revenue.
- A collaborative team player.
- High energy with a strong work ethic.
- Must have availability to work occasional nights, weekends and holidays during events.
- Must be computer literate (Word, Excel, Outlook, etc.).

Candidates with exemplary qualifications and experience in Clubs and/or hotels will be considered for a higher overall remuneration package. Relocation costs will be considered as part of the package.

Sea Pines Country Club offers a quality health insurance program whereby the Club pays the premium for the employee and subsidizes the premium of spouse, child and/or family. There is a 401(K) plan with a 6% employer match, meals, and golf privileges. Employees are entitled to vacation and sick day benefits.

The Club also offers the typical CMAA membership as well as all expenses paid to week long Business Management Institute continuing education program (BMI).

To apply please send your resumes and cover letter to:

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