



## **Clubhouse Manager**

River Club is looking for its next Clubhouse Manager. The successful candidate will be a talented professional that will establish and work well with the team implementing service standards and programs that continuously strive to increase member and guest satisfaction. Service quality, consistency, speed of service, cost controls, and staff training are vital areas of focus. Expected to possess a skill set in all areas of front of house service, a commitment to excellence daily, and serve as a true mentor and leader for all areas of the Club with a focus on the F&B family at River Club.

Located less than an hour north of downtown Atlanta, GA in the historic suburb of Suwanee, The River Club boasts a 2005 Greg Norman-designed track that has hosted two US Open Qualifiers and most recently the host of the Georgia State Mid-Amateur Championship. The Lakeside Sports Complex featuring a completely renovated pool area with 3 pools, full restaurant, 8 tennis courts, and a state of the art fitness center; the Retreat, a full-service spa; and the clubhouse - The Lodge, built in 2008 - make The River Club the most sought-after residential community and membership in the Atlanta area.

### **Brief Job Description**

The Clubhouse Managers is responsible for managing all areas of the Clubhouse operations to include Spa Services, Food and Beverage and facilities to ensure operations and Member services are coordinated to exceed Member expectations, while achieving the Club's revenue and profit objectives. The benchmarks for a successful Clubhouse Manager are:

- Growth in Member usage and spa, Sports Complex, food and beverage revenues.
- The maintenance of all quality standards for service, production, cleanliness, and safety.
- Employee relations and staff development.
- Responsible for the direction, development, and training of all Clubhouse service personnel, to maintain a high level of service.
- Ensure that the Club adheres to the standards that have been set forth by General Manager

### **Candidate Qualifications**

#### **ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES**

- Maintain exceptional Member Relations by creating a quality experience through proper staffing, and club programming.
- Develop and direct successful implementation of Food & Beverage sales plans and operational budget.

- Identify opportunities for Member events and food and beverage services that satisfy on-going Member needs and implement to achieve revenue objectives.
- Ensure all expense control systems are in place to monitor all department expenses including payroll.
- Work with the Member committees to develop and implement Member activities and events.
- Communicate with Members on individual basis to ensure the Club is meeting their expectations.
- Works closely with Membership Director, Golf Course Superintendent, Executive Chef, Director of Golf, and Catering Director to provide direction and input on all matters relating to Clubhouse, Sports Complex, and F&B operations.
- Recruit, select and develop a qualified staff to understand the relationships between value, Member service, satisfaction and Member retention.
- Develop Employees for career advancement using Performance Review Systems, Cross Training, and Developmental Planning.
- Hire quality Employees. Ensure that pre-employment screening, background checks, and the interview process are properly completed. Administer appropriate compensation packages for Club Employees in conjunction with labor laws. Ensure appropriate on-boarding takes place.
- Create an excellent work environment, centered upon teamwork and mutual respect that is expected to focus upon Member Satisfaction while producing the Club's revenue objectives.
- Implement and effectively execute specific training programs timely and consistently to ensure Club staff is providing Members with quality service and product.
- Responsible for the scheduling and/or directing the scheduling of all service personnel and the budgeting of labor costs.
- Attend all Department Head staff meetings, Food & Beverage meetings and special training sessions when needed. Perform line-up daily going over the events of the day and Menu items.
- Ensure service recovery programs are in place, staff is properly training to execute and being properly utilized as set forth by management.

#### Educational Requirements

WORK EXPERIENCE: 5+ years in Club management or related field in the private club industry.

EDUCATION: Bachelor's Degree and/or CCM preferred.

TRAINING: Service Training, Alcohol Management.

PERFORMANCE STANDARDS: Computer literacy required/Spreadsheet knowledge required. Computer skills, good communication skills, ability to be a strong leader.

#### Date Position Available

February 1, 2023

## Other Benefits

Salary DOE

Monthly Bonus Structure

Vacation Pay, PTO (Sick Time) and Holiday pay included.

Medical, Dental, Vision per company handbook.

Eligible to participate in our 401(k) Retirement Savings Plan per company handbook.

Please send resumes to:

John Gerdts

General Manager

1138 Crescent River Pass

Suwanee, GA 30024

[jgerdts@theriverclub-ga.com](mailto:jgerdts@theriverclub-ga.com)