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CLUBHOUSE MANAGER PROFILE: WICKER POINT GOLF CLUB LAKE MARTIN, AL

THE CLUBHOUSE MANAGER OPPORTUNITY AT WICKER POINT GOLF CLUB

The Wicker Point Golf Club's Clubhouse Manager is a great opportunity to join an established organization developing a new golf club from inception by Russell Lands, Inc. This position is best suited for a high-energy candidate passionate about Food & Beverage, with start-up operations management experience in private clubs or high-end establishments in the hospitality industry being a plus.

This position is located on beautiful Lake Martin in central Alabama. This person will be a friendly, creative, passionate club leader whose strength and background are well-rooted in all aspects of F&B and hospitality. The successful candidate will be an integral part of a high-performing team that enjoys a quality work environment, a love of the outdoors, and the southern culture of the area. Recruiting the new "team" will be a major task for this person.

This Clubhouse Manager position provides the candidate with an opportunity to prepare for the next steps in career advancement to General Manager/COO. They will oversee the opening and successful operation of F&B, lodging, housekeeping, and office functions within the new Wicker Point Clubhouse.

[Click here to view a brief video about this opportunity.](#)

WICKER POINT GOLF CLUB

Set adjacent to Alabama's Wicker Point peninsula along the stunning shores of Lake Martin, Wicker Point Golf Club (WPGC) is a Coore & Crenshaw-designed golf course centered in Russel Lands' The Heritage, a new luxury residential development. The community spans 1,500 acres of waterfront and features a flagship resident-owned lake club in addition to the WPGC. With a projected opening in the summer of 2023, the Club's 18-hole course celebrates the land's unique beauty, topography, and serenity. It is defined by serene pine plantations, meandering creeks, and spectacular lakefront holes comprising the back nine.

The Clubhouse, currently under construction, was designed by Hank Long of Henry Sprott Long & Associates, and includes a top golf shop, well-appointed men's and women's lockers, dining, and a special event venue. Crafted from dramatic wood and stone elements, the architecture will embody classic golf while providing a truly authentic Lake Martin experience sure to delight. Players will remember the dramatic variety and varying terrain between holes, the homage to traditional strategic golf, the sense of timeless design, and the unforgettable destination that can only be the unmatched Russell Lands on Lake Martin.

WICKER POINT GOLF CLUB BY THE NUMBERS

- 5 Membership types are available.
- 6 Current Board Members
- \$50,000 Initiation fee
- \$6,600 Annual dues
- Jonas Club POS and Accounting Systems
- Projected 12,000-16,000 Rounds of golf annually.
- Developer-owned property
- The total number of FTE staff is approximately 40.
- Estimated first full year F&B revenues approximately \$800,000.

CLUBHOUSE MANAGER POSITION OVERVIEW

The CHM at Wicker Point Golf Club will:

- Oversee all operational and functional areas of the Clubhouse with a primary focus on F&B operations.
- Ensure that Wicker Point Golf Club members and guests enjoy outstanding accommodations and F&B operations by providing consistent, exemplary service.
- Oversee F&B staff management including a la carte, events, and all culinary operations during tournaments.
- Provide quality leadership and contribute to the positive atmosphere of the Club and associated operations.
- Interact positively and professionally, with all team members, vendors, and the community.
- Seek out new and innovative ways to meet and respond to the needs and demands of the ever-changing and diverse membership. Display strategic thinking, excellence, passion, and forethought.
- Be a complete team player. Meet deadlines and follow through on requests and questions from members and team members. Proactively seek solutions and involve team members in the decision-making process.
- Use a “lead by example” approach within the Clubhouse while maintaining an upbeat, “can do” and “get it done” attitude toward members, team members, services, programs, and initiatives.
- Be responsive to members’ requests and strive to find creative ways to accommodate reasonable requests. He or she believes in the service philosophy: “The answer is ‘yes’; what is the question?”
- Ensure proper opening, closing, and security procedures of the Clubhouse and all related areas.
- Ensure the highest standard in special and Club event planning with members. Execute these events with staff to produce qualitative and pleasing results.
- Be responsible for hiring, training, developing, and evaluating staff in all Clubhouse capacities.
- Coordinate closely with human resources and the Corporate F&B Director for new hires, terminations, performance evaluations, and employee relation issues.
- Clearly understand and value the importance of staff recruitment, retention, and overall commitment to quality as core drivers of Wicker Point Golf Club’s success.
- Place great importance on staff communications and interaction. Conduct weekly staff meetings and pre- and post-event meetings to ensure an understanding of the expectations for every member experience.
- Implement agreed-on standard operating procedures with staff that support a culture of service excellence.
- Assist the Controller in budget preparation and adhere to budgetary guidelines in the management and function of F&B operations, including food costing, personnel costs, and revenue projections.
- Ensure that appropriate controls and cost-effective procedures related to employee payroll, purchases, inventories, supplies, and other necessary expenditures are in place.
- Provide proactive, accurate, timely, and meaningful reports and analyses.
- Maintain professional memberships and attend educational offerings that benefit both the Club and his or her personal career growth.

CLUBHOUSE MANAGER RESPONSIBILITIES

- The management of all F&B operations of the Wicker Point Clubhouse.
- The maintenance of the Clubhouse.
- Work collaboratively with the Controller in carrying out the accounting functions of the Club.
- Coordinate with Russell Lands Marketing team to maintain and update the Club’s website.
- Coordinate new member orientations for WPGC in conjunction with the Director of Golf.
- Work closely and collaboratively with the Director of Golf, Golf Course Superintendent, and Controller to responsibly carry out the policies and directives of WPGC.

CANDIDATE QUALIFICATIONS

- Experience in all aspects of front-of-the-house operations is an absolute requirement.
- An individual who can teach, inspire and motivate to achieve predetermined goals.
- On-the-floor and front-of-the-house presence are necessary during operating hours; becoming the face of hospitality for the Club is essential to being successful in this position.

- Must be passionate about pursuing the art of hospitality and possess a proven track record of achieving success.
- Have the ability and experience to develop service training procedures, create and publish a service manual, and be an effective teacher and mentor in implementing excellent service.
- Be able to work with corporate management to set goals and objectives in conjunction with the Club's Mission and Vision.
- Be able to effectively communicate and implement the Club's Mission and Vision to all Club staff.
- Possess solid financial aptitude commensurate with a club management executive.
- Have experience in property, housekeeping, and maintenance management.
- Be able to work in a team environment, being both a leader and support team player when appropriate.
- Think and manage strategically while meeting operational and near-term objectives.
- A minimum of ten years of restaurant, F&B, and hospitality experience.
- A minimum of five years of F&B management experience in either a private club or hotel environment.
- A bachelor's degree from a four-year college or university in Restaurant or Hospitality Management, Business Administration, or another related field.
- Start-up experience in a similar type of operation will be invaluable.
- Experience in Lodging Management is a plus.
- Have a fundamental understanding of what constitutes a “premier Club experience” and the proven ability to execute to that level.
- Display an understanding of facilities and membership management.
- Display a working knowledge of financial acumen, HR policies and regulations, F&B, and the club industry.
- Skilled in hiring, supervising, managing, mentoring, and developing high-achieving employees. Perpetual training and coaching are essential.
- Have an in-depth knowledge of wine, beer, and spirits. Sommelier certification would be a plus.
- Possess effective problem-solving and verbal and written communication skills while demonstrating respect and achieving the respect of the staff and the rest of the management team.
- Have 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.
- Have strong organizational and time management skills, identifying the details necessary to consistently achieve high levels of quality, satisfaction, and outstanding member experiences.
- Interact effectively with diverse constituencies of members, staff, vendors, and other members of the WPGC family.
- A proven track record in designing and successfully implementing FOH service techniques is necessary.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- Bachelor’s Degree from a four-year university or college in Hospitality Management is preferred.
- Certified Clubhouse Manager (CCHM) 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.

SALARY AND BENEFITS

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

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 **Russell Lands' Corporate Director of Food & Beverage, Chris Doggett.** Clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why WPGC and the Lake Martin, Alabama 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 February 23, 2023. Candidate selections will occur in early March with the first Interviews expected in March 2023 and the second interviews a short time later. The new candidate should assume his/her role in early May 2023.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter – Wicker Point Golf Club”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

[Click here](#) to upload your resume and cover letter.

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

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