



Director of Clubhouse Operations

Reports to: General Manager

Supervises: Dining Room Manager, Beverage Manager, Catering Manager, Banquet Manager, Valet, Facilities Supervisor, Locker Room Attendants, Pool Supervisor and Laundry Attendant

Club Description: Brae Burn Country Club is located in the heart of New York's prestigious Westchester County, Brae Burn Country Club (BBCC) has been a cherished part of the community since its founding in 1964. Today, its beautifully renovated interiors and elegantly landscaped grounds continue to offer a setting of unparalleled grace for private and corporate events as well as a rich array of activities for members. In addition to an active food and beverage program, the club offers a championship, 18-hole golf course with a history of hosting multiple tournaments including multiple Westchester Opens and local and sectional U.S. Open qualifying tournaments. The club also has 11 Har-Tru tennis courts, 2 paddle courts, an expansive pool overlooking the golf course, fitness center and golf training facility.

Classification:

Education and/or Experience

- Bachelor's degree from a four-year college or university.
- Hospitality Management or Sport Management major preferred.
- Member of Club Managers Association of America (CMAA) and other professional associations.
- Attends conferences, workshops and meetings (e.g., CMAA's World Conference and Club Business Expo and CMAA chapter meetings) to keep abreast of current information and developments in the field to enhance his or her value and quality of services to the members.
- Six or more years of related experience with three or more years as a manager.
- Substantial private club or hospitality industry experience with management and supervisory experience and progressive professional advancement.
- Experience working with volunteer committees.

Job Knowledge, Core Competencies, and Expectations

- Ability to function as club's general manager during his/her absence.
- Point-of-sales systems.
- Strong interpersonal and organizational skills.
- Polished, professional appearance and presentation.
- Manage stress and time.
- Build a team, train, and maintain employee teams.
- Accounting
- Effective communication through all department levels and throughout club.
- Knowledge of and ability to perform required role during emergency situations.
- Knowledge of management requirements for housekeeping, engineering, maintenance and repair and security functions at the club.

- Must demonstrate appropriate analytical skills, attention to detail, organizational and project management skills.
- Ability to develop and maintain awareness of occupational hazards and safety precautions; skilled in following safety practices and recognizing hazards.
- Knowledge of and ability to perform required role in emergency situations.

Job Summary (Essential Functions)

Work closely with the General Manager. Responsible for operation of all aspects of the club in the absence of the General Manager and perform specific tasks as requested by the Manager. Responsible for club's dining services throughout the club. Directly supervises Catering Manager, Beverage Manager, Banquet Manager, Dining Room Manager and managers of all other F&B outlets such as snack bars, half-way houses, etc. Plans, implements and monitors departmental budgets. Hires, trains and supervises subordinates and applies relevant marketing principles to assure that the wants and needs of club members and guests are consistently exceeded.

Job Tasks/Duties

- Approves budgets, staffing and general operating procedures and other plans for the rooms, housekeeping, maintenance and repair and security departments; directs the work of department heads.
- Monitors the budget and directs corrective action procedures as necessary to help assure that budget goals are attained.
- Functions as an administrative link between departments.
- Monitors internal cost control procedures.
- Plans and coordinates training and professional development programs for himself or herself and club personnel.
- Monitors safety conditions and employees' conformance with safety procedures; updates emergency plans and procedures and assures that effective training for these programs is conducted in all departments.
- Maintains contact with members and helps to assure maximum member satisfaction.
- Receives and resolves complaints from club members, guests and employees.
- Assists in the planning of facility improvements, remodeling, construction and repair, and interacts with applicable club committees for this purpose.
- Participates in ongoing facility inspections throughout the club to assure that cleanliness, maintenance, safety and other standards are consistently attained.
- Serves as an *ad hoc* member of appropriate club committees.
- May serve as a departmental manager in that manager's absence.
- Attends management and staff meetings as scheduled.
- Interacts with members answering questions, solving problems, overseeing services and cleanliness and showing the club facilities to visitors.
- Approves all entertainment in consultation with the Special Events Manager and others.
- Counsels with other managers and employees about employee grievances and complaints; directs problem correction where possible.
- Monitors labor; evaluates scheduled and actual labor hours and costs.
- Oversees daily club operations.
- Reviews all accidents and works with HR in completing accident reports.
- Works with department heads to plan professional development programs for applicable staff.
- May perform clubhouse opening and closing duties, including those related to facilities.
- Recruits for and manages the club's internship and H2B program; responsible for management and operation of the employee dormitory.
- Monitors employee dress codes and member dress codes as applicable.
- Conducts training and other meetings with department staff.
- Completes other appropriate assignments made by the General Manager. Develops a capital budget for all necessary food and beverage equipment and recommends facility renovation needs.
- Ensures that adequate cash/member charge procedures are followed and that documentation is reported in an accurate and timely manner.
- Responsible for proper cash and charge procedures, guest check analysis, tip reports, ticket controls and

daily sales reports and analysis.

- Manages the department's long-range staffing needs.
- Assists in recruitment, training, supervision and termination of food and beverage service staff.
- Monitors employee records to minimize overtime and keep labor costs within budget.
- Serves as manager-on-duty on a scheduled basis.
- Ensure timely correspondence with all catering guests including inquiry, follow-up, contracts, billings and thank-you letters.
- Complete periodic china, glass, and silverware inventories.
- Completes monthly Bar inventory.
- Implement and monitor sanitation and cleaning schedules.
- Completes other appropriate assignments from the General Manager.

Licenses and Special Requirements

- Food safety certification.
- Alcoholic beverage certification.

Physical Demands and Work Environment

- Must be able to reach, bend, stoop, stand and lift up to 40 pounds.
- Must be able to handle hot and cold interior and outdoor conditions.
- Independent mobility throughout the clubhouse.