



Oak Hill Country Club – Rochester, NY Restaurant Manager

Donald Ross Pub Restaurant Manager

Job Title: Donald Ross Pub Restaurant Manager

Department: Food & Beverage

Reports To: Director of Food & Beverage

Supervises: DRP Assistant Manager, Supervisor, Service Staff

Classification: Full-Time/Year-Round, Exempt

Job Summary:

The Donald Ross Pub (DRP) Restaurant Manager oversees all à la carte dining operations within the Donald Ross Pub, Oak Hill's casual dining venue. As a leader in food and beverage services, this role ensures the highest level of service, quality, and professionalism, consistent with Oak Hill's Platinum standards. The DRP Manager is a hands-on leader, fostering a strong team culture while delivering an exceptional dining experience. With a focus on innovation, organization, and member satisfaction, the manager works collaboratively with the Director of Food & Beverage and other departments to achieve operational success.

Core Competencies and Expectations:

- Embody Oak Hill's "Acorns of Excellence."
- Present a professional, polished appearance in line with Club standards.
- Demonstrate excellent communication and interpersonal skills to build strong relationships with team members, members, and guests.
- Work harmoniously with colleagues and staff at all levels.
- Ability to work flexible shifts, including early mornings, late nights, weekends, holidays, and long hours as needed, typically 45+ hours weekly.
- Display leadership through commitment, honesty, creativity, and a positive attitude.

Duties and Responsibilities:

- Lead, coach, and inspire the DRP team by fostering a culture of excellence, recognition, and employee engagement.
- Oversee recruitment, training, and performance of DRP staff, ensuring all employees adhere to Club service standards and policies.
- Serve as the "face" of the Donald Ross Pub, maintaining visibility during service hours to support staff and engage with members.
- Conduct pre-shift briefings to prepare staff for service and ensure compliance with Club appearance and service guidelines.
- Develop and implement standard operating procedures in collaboration with the Director of Food & Beverage, holding staff accountable for consistent execution.

- Monitor daily operations, ensuring cleanliness, organization, and a high-quality dining experience.
- Assist in menu development, working with the Executive Chef, Sous Chef, and Communications Department on menu rollouts and updates.
- Collaborate with the Director of Food & Beverage to develop and manage operational budgets, ensuring financial goals are met through effective cost control and revenue generation strategies.
- Analyze dining trends and member feedback to identify opportunities for innovation and improvement.
- Manage inventory, including quarterly equipment counts and oversight of china, glassware, and flatware needs.
- Ensure compliance with all food safety, alcohol service, and health regulations.
- Maintain and update POS systems to optimize operational efficiency.
- Handle member and guest concerns, providing timely and professional resolutions to enhance satisfaction.
- Support Club events, working with the Catering and Banquet Teams on planning and execution.
- Contribute to departmental meetings, including BEO, event planning, and management discussions.
- Actively develop marketing strategies to increase revenue and member engagement in conjunction with the Communications Department.

Experience and Education:

- Six or more years of leadership experience in food and beverage; private club experience preferred.
- Degree in hospitality management, restaurant management, or a related field preferred.

Licenses and Certifications:

- Valid driver's license.
- Food safety certification.
- Alcohol service certification.

Physical Demands and Work Environment:

- Regular exposure to moving mechanical parts and varying weather conditions.
- May occasionally work in wet, humid, cold, or hot environments.
- Moderate to loud noise levels.
- Frequent bending, lifting (up to 75 pounds), climbing, and pulling required.
- Must have reliable transportation to and from work.

Schedule and Compensation:

- Full-time, year-round position with flexible shifts, typically exceeding 45 hours per week.
- Competitive wage based on experience.

Join the Oak Hill team and become a leader in one of our most cherished dining experiences. Build your career in a collaborative, member-focused environment that values excellence at every level.

To Apply:

All inquiries should be directed to:

Eric Johnson, CCM

Gecko Hospitality

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