



Allegheny Country Club

CLUBHOUSE MANAGER

Job Description

Summary:

An important part of Pittsburgh's history for the past 125 years, Allegheny Country Club, founded in 1895, is a wonderful, old-line, full service, member- owned country club with extensive sport, recreational, and social activities. With a sustained commitment to excellence, members enjoy outstanding facilities and programming in a setting rich with tradition, inspiring the formation of enduring friendships. Allegheny Country Club looks toward the future with its exceptional programming, multi-generational membership, and world-class facilities. The rich tradition of excellence provides stability and connection as the Club moves forward into the new millennium. Members enjoy a full schedule of events in facilities including the historic clubhouse and golf course, indoor and outdoor tennis courts, a state-of-the-art fitness center, and many dining and event venues. The Club is well-down the path of a significant capital investment program to enhance its facilities, recently completing a lower level clubhouse renovation including a well-appointed wine tasting room and private dining room inclusive of member wine lockers and a beautifully visible bottle cellar, a full-service Ladies' Locker Room, and enhanced employee areas including locker rooms and an employee dining room. We have set our sights towards the future as we continue to develop the next phase of our Master Plan which includes a main level clubhouse renovation, a new pool facility, and an enhanced indoor tennis facility.

Exemplary food and beverage service and social programming are vital to the Club's operation, tradition, and culture. The Club is seeking a well-rounded and technically-diverse Clubhouse Manager to work, learn, and lead a team of highly talented individuals. The position requires an engaged professional who is hands-on and capable of working closely with the Club's Executive Chef, Special Events Coordinator, Administrative and Marketing Coordinator, and the entire Food and Beverage management team. The position requires an individual who is excited and ready to join an inspiring, caring, and tenured employee team, dedicated to providing world class service, and focused on the overall member experience.

Description:

Responsible for the general operation of staff functions relating to food and beverage service, youth and family activities, pool operation and food service, clubhouse operations, facilities maintenance, and security. Responsible for all aspects of Club operations in the absence of the General Manager and works closely with the General Manager on Club-wide projects and initiatives. An excellent opportunity for any individual with a proven track record of service excellence. The Clubhouse Manager needs to possess the ability to form long-term, meaningful relationships with members, staff, and vendors. He or she must have experience with

assembling dynamic teams and the ability to enrich perceived member value through enhanced programming. The ideal candidate can demonstrate a commitment to our industry and a path of advancement throughout his/her career.

Responsibilities:

1. The primary responsibility of the Clubhouse Manager is to lead, assist, and support the staff in the completion of all day-to-day operations in order to ensure the highest level of service and attention to detail. He or she must possess the ability to emphasize a “member first” culture that encourages member engagement and maximizes the use of Club’s facilities.
2. Strives to create a group philosophy of service excellence while providing individuals the necessary room to take ownership and grow as talented professionals.
3. Actively communicate with management and staff on an individual basis. Providing positive reinforcement, coaching, and implementing corrective measures when required.
4. Approves staffing and general operating procedures for food and beverage service staff (including all outlets), front desk ambassadors, housekeeping and porters, locker rooms, valet and security. Directs the work of department heads and supervisors. Recommends and monitors budgets for those departments. Directs corrective action procedures as necessary to help assure that budget goals and service standards are attained.
5. Mentor, train, coach, and develop key staff to perform at the highest level possible, while also providing an enjoyable work atmosphere.
6. May assist the General Manager in developing and implementing long-range and annual plans, operating reports, forecasts, and budgets.
7. 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.
8. Participates in ongoing facility inspections throughout the Club to assure that cleanliness, maintenance, safety, and other standards are consistently attained.
9. Initiates communication with the membership through the website, email, and monthly newsletter to market the Club’s facilities, programming, and services.
10. Coordinates all clubhouse services with all outside departments and amenities. Strives to over-communicate the details required to provide the ultimate experience for our members and their guests.
11. By being extremely visible, the Clubhouse Manager maintains daily contact with the membership to help ensure membership satisfaction.

12. Serves as an ad hoc member of appropriate Club committees taking minutes, and coordinating distribution when necessary.
13. Monitors internal cost control procedures. Maintains multiple inventories including the Golf Shop inventory. Monitors all member and non-member event billing procedures.
14. Works closely with the General Manager throughout the Operational and Traditional Capital budget preparation process and implementation.
15. In the absence of the General Manager, oversees all aspects of the Club with assistance from other Department Heads.

Reports to: General Manager

Education: Four-year hospitality management degree or similar preferred. The right candidate will have 4 to 6 years of management experience in the Private Club or a similar industry (Luxury Hotel/Resort).

Compensation: A superior benefits package is included. Compensation is based upon experience.

Classification: Exempt ADA Requirements

The ADA treats job descriptions as prima facie evidence of physical, intellectual, environmental, equipment operation, etc. demands of the respective position. As such, we have endeavored to be as comprehensive and accurate as possible in describing these requirements of your position; however, it is not possible to capture all of these requirements. Consequently, the physical, intellectual, environmental, and/or equipment operation requirements listed on the job description are not intended to be all-inclusive or representative of all physical, intellectual, environmental, and/or equipment operation requirements; therefore, our best understanding of these requirements currently includes:

- *Must be able to stand and be on feet for long periods of time*
- *Must be able to carry trays of food*
- *Required to use hands to finger, handle, or feel objects, tools, or controls*
- *Must be able to speak, read, write, and engage in high level, effective communication both verbally, in writing, and electronically. This includes both transmitting and receiving information.*
- *Must be able to engage in advanced math and reasoning skills*
- *Must be able to use stairs*
- *Must be able to lift up to 25 pounds*

Cover Letters, Resumes, and letters of interest should be sent to Director of Human Resources, Cynthia Weber at cweber@alleghenycountryclub.net.