



RCS Hospitality Group
a new generation of hospitality management
6412 Brandon Ave. #339 Springfield, VA 22150
www.consultingRCS.com

Position Available:
CLUBHOUSE MANAGER
Hermitage Country Club
Manakin Sabot, Virginia

Hermitage Country Club, located near Richmond, Virginia seeks an experienced hospitality professional to join its team as the Clubhouse Manager. The Clubhouse Manager will be responsible for managing daily Clubhouse operations, including member dining, banquets, and outside functions, the food and beverage program at our aquatics center, and housekeeping. The successful candidate will be able to forecast, plan, and manage department budgets and hire and train staff. The Clubhouse Manager leads the charge with creating and improving member service standards, training staff, and ultimately delivering an excellent member experience. The Clubhouse Manager will have a highly visible presence with the membership and must be an excellent communicator, have superb people skills, and be successful in communicating expectations to a diverse staff while motivating them to their full potential.

JOB RESPONSIBILITIES

- Staff planning, decision-making, performance feedback, and development of skills
- Delegate work assignments, set expectations, and monitor results
- Manages long-range staffing needs of assigned departments
- Identifies and resolves problems in a timely manner
- Gathers and analyzes information for decision-making purposes
- Pursues training and development opportunities for self and staff, shares expertise with others
- Demonstrate knowledge of market and competition; aligning strategic goals to grow the Club
- Develop an operational budget, working within the approved budget, develop and implement cost-saving measures
- Ensure standard operating procedures for revenue and cost controls are consistently utilized
- Working knowledge of country club POS systems, preference for Jonas experience
- Ability to recruit, train, and evaluate staff
- Consults with GM on clubhouse staff compensation, performance, and disciplinary action/personnel matters
- Addresses member and guest complaints and advises GM about appropriate corrective actions
- Develops new and innovative ways to stimulate member activities and participation in Club events
- Ensures that all legal requirements are consistently adhered to including local laws about alcoholic beverages
- Ensures a safe working environment and attitude on all employees in areas of responsibility
- Develop a training program for supervised staff
- Directly responsible for member satisfaction. Maintain contact with and place a high priority on visibility, positive member engagement, and name recognition
- Ensure the appearance and upkeep of the Clubhouse are welcoming and presentable



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CANDIDATE QUALIFICATIONS

- The successful candidate will be highly motivated, passionate, organized, detail-oriented, and able to delegate and effectively manage their time
- Must have a strong work ethic, positive attitude, enthusiasm for delivering hospitality excellence, and creating WOW moments for members and their guests
- Astute financial acumen, knowledge of wine and culinary techniques with extensive food and beverage management experience are desired
- Minimum of 4 years experience in a management role in food and beverage
- Private club experience is preferred but not required

EDUCATIONAL REQUIREMENTS & CERTIFICATES

- A Degree is highly desirable, preferably in Hospitality Management or Business; in lieu of the degree, substantial private club or hospitality experience will be considered
- CCM designation is a plus
- If the candidate is not a current CCM, he/she should be active in the CMAA, and preferably on track to become a CCM within 2-3 years

COMPENSATION AND BENEFITS

- Salary range is from \$110,000 - \$130,000, commensurate with qualifications and experience
- The Club, along with the typical CMAA benefits, offers an excellent bonus and benefits package to include:
 - Performance bonus of up to 10% of annual salary
 - 3 weeks of PTO, effective immediately
 - Cell phone reimbursement
 - Club will pay premiums for family medical coverage
 - Robust CMAA/education budget to include annual World Conference, BMI programs, and other local and regional events
 - 401 eligibility after 1 year of employment
 - Relocation assistance (negotiable)

CLUB OVERVIEW

Heritage Country Club is a country club located in eastern Goochland County, in the Richmond, Virginia area. The club was founded in 1900 by Berkely Williams, making it the 4th oldest country club in Virginia. At Heritage Country Club, the membership experience is only as good as the level of service provided. This experience is heavily reliant on the extraordinary people who proudly serve in the dining room, the cart barns, the maintenance facilities, and the administrative offices.

CLUB DETAILS

- 1225 Total Members
- 8 Membership Categories: Full Golf (Family, Single, Legacy), Reverse Legacy, Junior Associate, Social/Athletic, Non-Resident, Junior/Student
- \$25,000 Initiation Fee



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- \$12M Annual Revenue
- \$6.5M Annual Dues
- \$2.5M Annual Food & Beverage Revenue
- Amenities include Golf, Tennis, Fitness, Spa, Aquatics Center, Junior Programs, Dining, Events & Wedding facilities
- 8 Standing Committees
- 11 Board members
- Website: <https://www.hermitagecountryclub.com>

[CLICK HERE TO APPLY](#)